

FY13

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division  
FY13



## FY13 PSAP GRANT PROGRAM APPLICATION

### HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA's Integrated Services Program's website

(<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the PSAP Grant Manager, Lisa Nicholson, at [lisa.nicholson@vita.virginia.gov](mailto:lisa.nicholson@vita.virginia.gov). Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After submission, the PSAP Grant Manager will assign a Grant ID and send an e-mail notification to the project contact e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY13 PSAP Grant Application Cycle starts July 1, 2011 and concludes on October 31, 2011 at 5:00 pm.

**ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.**



## FY13 PSAP GRANT APPLICATION

### PROJECT TITLE

CPE - 9-1-1 Telephone System

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Salem City Police Department

CONTACT TITLE: Communications Supervisor

CONTACT FIRST NAME: Valerie

CONTACT LAST NAME: Ramey

ADDRESS 1: 36 E Calhoun Street

ADDRESS 2: [Click here to enter text](#)

CITY: Salem, Virginia

ZIP CODE: 24153

CONTACT EMAIL: [vramey@salemva.gov](mailto:vramey@salemva.gov)

CONTACT PHONE NUMBER: 540-375-3078

CONTACT MOBILE NUMBER: 540-588-9005

CONTACT FAX NUMBER: 540-375-4125

REGIONAL COORDINATOR: Tim Addington

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

Individual PSAP

Regional Initiative

Consolidation

Secondary Consolidation



## GRANT PROGRAM TYPE

- Wireless E-911 PSAP Education Program  
 Continuity and Consolidation       Enhancement

## TIER

- Out of Service       Non-Vendor Supported\*  
 Technically Outdated\*       Strengthen  
 Not Applicable

**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**

VERSION: **2004 – CML Rescue Star**    # YEARS of HARDWARE/SOFTWARE: **7**

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## PROJECT FOCUS CPE

**If "Other" selected, please specify:** [Click here to enter text](#)

## FINANCIAL DATA

Amount Requested: \$ \$360,000.00

Total Project Cost: \$ \$360,000.00

## STATEMENT OF NEED

The City of Salem Police Department has utilized the Rescue Star customer premise equipment (CPE) since 2004 for the processing and handling of calls to the PSAP. Verizon has indicated that the company will no longer put research and development into this product to meet future next-gen-E9-1-1 needs. They have indicated that replacement parts will be difficult to obtain when a failure or problem occurs, even suggesting to buy an old unit to have spare parts. This could potentially result in a delay and affect daily operations of 9-1-1 calls handled within the PSAP. Therefore, the Salem PSAP feels replacing the CPE is crucial for continuing to provide 9-1-1 service to the public.



This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

**The City of Salem purchased the CML Rescue Star equipment 2004 and went live April 2005. Verizon has indicted the Rescue Star is obsolete and replacement parts are difficult to obtain when failure or problems occur. There have been numerous occasions when the Rescue Star has failed and the technicians have contacted CML in Canada and support will not return a call. This has left 9-1-1 positions not functioning for 24 hours or more. No research or development in the Rescue Star is being put into place to meet the future NG9-1-1 needs or demands. This could potentially result in delay of emergency calls and affect daily call volume. The technicians that service the Rescue Star equipment are unfamiliar with the unit because of training that was provided to one person and then that person retired and leaving the other technicians struggling with repairs.**

Describe how the grant will be maintained and supported in the future, if applicable.

**Support and updates will be maintained through the PSAP's normal operating budget.**



## COMPREHENSIVE PROJECT DESCRIPTION

### **WIRELESS E-911 PSAP EDUCATION PROGRAM GRANT REQUESTS ONLY:**

Describe how the education/training is 9-1-1/public safety communications specific and how this will benefit E-911 and the employee(s) and/or PSAP.

N/A

### **FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:**

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

**The goal of this grant will help the Salem Police Department purchase a new telephone system and provide the PSAP with newer technology. The system will meet the NG9-1-1 requirements and to serve the public better. This system offers more advanced wireless 9-1-1 call handling features and provides crucial audio and visual call alerts. This will also be a more reliable system than the one currently in use.**



### FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

PROJECT TIMELINE – Select each applicable phase of the project and indicate the estimated completion date. Sample activities for each phase can be found in the PSAP Grant Program Guidelines as well as on the addendum to this form.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	07 / XX / 2012
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	09 / XX / 2012
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	01/ XX / 2013
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	05/ XX / 2013
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	07/ XX / 2013

Identify the longevity or sustainability of the project.

**The new telephone system will have software upgrades and can be integrated with any jurisdiction that has the same telephone system for emergency site transfer. The telephone system shall be state-of-the-art for a period of not less than five (5) years. Any future software release and support offered by the manufacturer, as well as the availability and cost related to subsequent or special software releases. The vendor must provide any specific constraints, terms, or conditions in detail. The vendor must provide a description of software enhancements currently planned for the future and the expected release dates.**



Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.

**With the purchase of a the new CPE the City of Salem will have the capability to receive, process, and dispatch requests for emergency aid quickly and accurately as possible and have the capability to upgrade software for the NG9-1-1. With the public’s expectations of the 9-1-1 system, antiquated equipment and software could be detrimental.**

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

**N/A**

Intended collaborative efforts:

**N/A**



Resource sharing:

**N/A**

How does the initiative impacts the operational or strategic plans of the participating agencies:

**N/A**

**CONSOLIDATION (Primary or Secondary) - (if applicable)**

How would a consolidation take place and provide improved service:

**N/A**

How should it be organized and staffed:

**N/A**



What services should it perform:

**N/A**

How should policies be made and changed:

**N/A**

How should it be funded:

**N/A**



What communication changes or improvements should be made in order to better support operations:

**N/A**

### **BUDGET AND BUDGET NARRATIVE**

List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

**The Salem Police Department will spend the entire amount of the grant funded money 360,000.00 to purchase a new CPE along with annual licensing. Also, attached is the CPE quote.**

### **EVALUATION**



How will the project be evaluated and measured for achievement and success:

**The above listed budget items have been requested for funding in order to replace CPE equipment for the City of Salem PSAP. The CML Rescue Star system is becoming harder to maintain and has well extended beyond an appropriate life cycle. The new CPE will enhance call taking abilities, aid in public safety and prepare the communications center for the ND9-1-1.**



## FINANCIAL AND PROGRAMMATIC REPORT

### PROJECT PHASES

### SAMPLE ACTIVITIES

#### PHASE

#### SAMPLE ACTIVITIES

##### INITIATION

(Project approved by appropriate stakeholders)

- Project concept is documented
- Local Board or governing authority approval or endorsement is received
- PSAP grant application is filed
- Local budgets are obtained
- Appropriated grant funds are approved
- Budgetary estimates are obtained

##### DESIGN/PLANNING

(Project, system, or solution requirements are developed)

- Requirements are documented
- Components to be purchased are identified
- General design is documented

##### ACQUISITION

(Selected system or solution is procured)

- RFP (or other bid related processes) are drafted
- Proposals are evaluated
- Contract is signed
- Purchase orders are issued
- Quotes are obtained/grant funds draw down

##### IMPLEMENTATION

(Selected system or solution is configured and installed)

- Purchased components are delivered and installed
- Training is performed

##### TESTING/COMPLETION

(Selected system or solution is tested and put in production)

- Performance of system/solution is validated
- System/solution goes "live"