

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. 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

Efficiency/Operability

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Radford City

CONTACT TITLE: Sergeant

CONTACT FIRST NAME: Angie

CONTACT LAST NAME: Simpkins

ADDRESS 1: 20 Robertson

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

CITY: Radford

ZIP CODE: 24141

CONTACT EMAIL: arsimpkins@radford.va.us

CONTACT PHONE NUMBER: 540-731-3624

CONTACT MOBILE NUMBER: 540-392-4353

CONTACT FAX NUMBER: 540-731-3620

REGIONAL COORDINATOR: Tim Addington

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Radford Police/Fire/Rescue

_____	_____
_____	_____
_____	_____
_____	_____

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 Technically Outdated* Strengthen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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

YEARS of HARDWARE/SOFTWARE:

PROJECT FOCUS CPE

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

FINANCIAL DATA

Amount Requested: \$ 137,251.35

Total Project Cost: \$ 137,251.35

STATEMENT OF NEED

Our agency currently does not have the funding to pay much overtime (and we are short one Communications Officer), so I know that they do not have the funding to pay for this equipment that we need in our 911 center. We have two needs to be met, really. One is due to us moving to a renovated building; we are back in the same building as the Police Department. There is a window for the public to come to and receive services. This window is approximately 35 feet away from the workstations. There is no computer, radio, or telephone at this window. Therefore, any time the phone rings, the COs have to briskly walk back (or run) to their workstations to answer the phone with the mouse (even if it was touch screen they would have to do this). We were not aware that the COs would be dealing with this window as much as they do now, but it is part of their daily duties now. Especially since we no longer have a "receptionist" to handle things like walk-ins to the PD. This is very inefficient to only have the two workstations...and nothing at all at their disposal at this walk-in window. I have seen phone calls ring longer than ever due to this. The other need that is to be met is so that we have a backup workstation should one or both of the current two (2) for the COs to use goes down. At this time, there are only two full workstations in the new facility. We are scheduled to be a backup communications center for the Montgomery County Consolidated Communications center, but there is no way that we are equipped to do that at this time. There would be many phone calls unanswered if one of those jurisdictions needed service from a dispatcher that came to our center to work from. That's because there is not enough equipment to handle this need at this time. We have some partial equipment, so you will notice that we are not asking for certain things.



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

On the “Intrado Viper” phone system, this will come with 5 year maintenance contract if the grant is approved. The other equipment has (mostly) a one year agreement and then our IT personnel from the City will maintain the equipment (NetClock, computers, monitors, and printer). The City of Radford will have to budget for the maintenance costs of the phone system after the first 5 years, but this should not be a surprise. As the times change, call volume increases and so do costs to maintain the equipment. The cost for the additional CAD licenses includes the first year of 24/7 maintenance. That is something that we have been paying for out of our budget for several years, so the City can incur that cost again after that first year is up on the new licenses.

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.

[Click here to enter text](#)



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.

There are two main goals: 1.) Create a more efficient and effective environment for the COs, which will do the same for public safety and the community as well; 2). Cause the 911 center to be able to stand as the backup for the Montgomery County Consolidated Communications Center.

This project would include outfitting two more stations with telephone (Intrado Viper), CAD, mapping, and RMS capabilities. One station would also have a computer designated to it for VCIN/NCIC capabilities (not the window station, though). In order to outfit these stations, we need to purchase four new computers also; one to handle the CAD, mapping, and RMS at each workstation (so that is two), one for the VCIN terminal (that makes three), and one computer for the walk-in window to utilize CAD, mapping, and RMS (that is four). These computers do not come with monitors, so I would need 9 more monitors (four at each of the two stations, one for the VCIN terminal, and one spare). The VCIN station would also need a printer beside it so that the CO doesn't have to get up and go to a different printer in the room...that's inefficient. Another part of this project is the procurement of a NetClock. When you have two workstations, it's hard to keep everyone on the same time (that is a problem that we are having now and have had for a while). However, adding two more stations for this new facility to be more efficient makes it even harder to keep everyone and everything on the same time. Plus, if we are going to be a backup for the regional consolidated 911 center for Montgomery County, then it is imperative that we have everything on the same time. It's a bad feeling to think that one of our own officers might lose a case in court because our time system isn't in sync, but we certainly do not want to have that problem in multiple jurisdictions and courts. Finally, I have added to this entire project a large, digital, wall mount clock. This would enable anyone in the 911 center to see the time very easily from anywhere in the room...to include the walk-in window. This is not a scrolling display...it is static, but it would make it easier for the COs.



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"/> INITIATION (Project approved by appropriate stakeholders)	01 / 01 / 2012
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	XX / XX / XX
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	02 / 01 / 2012
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	05 / 01 / 2012
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	05 / 01 / 2012

Identify the longevity or sustainability of the project.

This project should last for years to come as long as all of the appropriate equipment is purchased, installed, and utilized. This is because the majority of this equipment (if not all) is NG911 capable, especially the phone system. The maintenance of this project is well worth implementing the project itself. I do not see that we would need to outfit any future workstations as this would cover all that are available...unless they were to add more furniture for that (which is highly unlikely). Also, going to this mapping requested in an attached quote would mean that we are using the same vendor for CAD, RMS, and mapping...which makes it very nice when you have problems. This project would mean that we could potentially house more COs if we ever needed to, but we would also be making the job more efficient for the current COs, first responders, and the citizens.



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

This project would make us closer to being ready for all NG911 technology. Plus, our interoperability and intraoperability would be much greater due to being a backup for the regional center. We have to have the capabilities to handle the call volume and workload from the other jurisdictions contained within the regional center, and this would assist abundantly. Plus, we would have to incorporate some type of regular training and communicating with the agencies from the regional center.

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:

[Click here to enter text](#)

Intended collaborative efforts:

[Click here to enter text](#)



Resource sharing:

Click here to enter text

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

Click here to enter text

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

Click here to enter text

How should it be organized and staffed:

Click here to enter text



What services should it perform:

Click here to enter text

How should policies be made and changed:

Click here to enter text

How should it be funded:

Click here to enter text



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

[Click here to enter text](#)

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:

Please see attached quotes, as everything has been explained above under “For Continuity and Consolidation or Enhancement Projects” on page 6.

EVALUATION



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

This project will be evaluated and measured for achievement and success in various ways. Efficiency of CO work is the most important way. If we can see phone calls being answered in a more timely manner, and walk-ins being dealt with in a timely manner...all while aiding public safety on the radio no matter the COs location in the 911 center, then this will show huge success.

The telephone system will also tell us how many calls we take in at any given time, and it will give us an idea of how long the phone rang before it was answered. So, if we have a phone at the walk-in window and it isn't being utilized or answered in a timely manner when the CO is at the window, then there is a problem. I do not foresee that occurring because it will make the COs job much easier to have access to the telephone and radio while at that window. We already know that they can multi-task or they wouldn't be COs with this agency because they have to take calls, assist walk-ins, and dispatch calls...even if they are the only CO working. This project will also be evaluated by inquiring with the COs about their thoughts of this setup. A survey for them to complete is the most obvious way of evaluating this through the COs.

Checking the CAD calls against the recorder for time accuracy is another way to evaluate this project. If a NetClock is procured but it isn't helping to keep things accurate in the records on the computer, then it is not doing its job or further training or directives need to be put in place so that the COs know how to tell that everything is on the same time. If officers are having problems in court then that will tell us also if there is a problem. However, if there aren't any opportunities for times to be questioned in court, then we know that the NetClock is successful.

Overall, the users (COs and first responders) hold the answers to the level of success that comes from this project as a whole. Communication with all parties involved is a great evaluation tool.



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"