

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

Halifax County Emergency Dispatch Protocol

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Halifax County E-911 Communications Center

CONTACT TITLE: Director

CONTACT FIRST NAME: Wendy

CONTACT LAST NAME: Jones

ADDRESS 1: 1040 Mary Bethune Street

ADDRESS 2: P.O. Box 699

CITY: Halifax

ZIP CODE: 24558

CONTACT EMAIL: hce911@co.halifax.va.us

CONTACT PHONE NUMBER: (434) 476-1784

CONTACT MOBILE NUMBER: (434) 446-2061

CONTACT FAX NUMBER: (434) 476-5300

REGIONAL COORDINATOR: Stefanie McGuffin

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

South Boston, Town of

Halifax, Town of

Virgilina, Town of

Scottsburg, Town of

GRANT TYPE

Individual PSAP

Consolidation

Regional Initiative

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 Technically Outdated* Strengthen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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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

If "Other" selected, please specify: Software SOPs (EMD)

FINANCIAL DATA

Amount Requested: \$ 120,494.00

Total Project Cost: \$120,494.00

STATEMENT OF NEED

Halifax County is looking to upgrade our dispatch applications with software that will provide a faster, standardized, systematic process for SOP's. We aim to automate the questions based on the discipline specific call types. Specifically we want to implement the EMD, Fire and Police modules. Backup card sets would be purchased as well. Currently, our call process times are within two minutes, however, critical information from the caller is sometimes missed. With the software applications interfaced into the CAD, the questions would populate the screen prompting the dispatchers to ask the questions based on our SOP. This will keep the dispatcher questions standard for all emergency phone requests. The goal is to gather and provide better data from the caller; provide life saving directions via phone, and provide enhanced situational awareness to responders Halifax County is unable to budget the implementation funds due to our severe economic impact. Annual maintenance costs would be budgeted for future years; however, the initial outlay is impossible. Our center does not have any of the modules and we are not currently providing EMD. No other grants have been applied for.



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

After initial implementation, yearly maintenance (to include updated training as needed) will be included into the department's operating expenses. We have secured a commitment from our governing body to increase funding to support this initiative. Halifax County E-911, through budgeted training funds, will purchase yearly maintenance from the approved vendor. Yearly maintenance will include additional software maintenance, CAD interface maintenance, and general hardware maintenance (which is completely on a yearly basis already). No additional computer hardware is required to support this enhancement.

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.

By having a modern software based SOP, this would allow all call-takers to ask the same questions, and the system would prompt them in a time based format. The dispatchers would have to keep the caller on the line until they complete the questions. This will not delay our current dispatch policy, but it will gather and provide critical data from the caller. In the situation of EMD, the call-taker would be able to assist the caller with pre-arrival instructions. This is currently not taking place. The proposed project would be implemented in the E-911 center and enhance current capabilities of the communication employees. A total of seven days is In addition, the software would include a quality assurance process which is also not currently utilized. Using a quality assurance process will ensure adherence to the prescribed protocols/SOPs. In addition, a quality assurance process will provide positive feedback for individual employees and seek to identify gaps in system performance.



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.

Goals: To purchase a software based system that is CAD interface compliant. Modules would include, EMD, Fire & Police protocols. Once approved, purchase process would begin with award to take place within 90 days. A project implementation team would be developed to include two representatives from each discipline (EMS, Fire, and Law Enforcement). The Halifax County OMD would serve as the medical director for the EMS component. Upon installation, training would occur on site at the PSAP. Project should be in place and operational within 6 months of purchase order. County would budget each year the ongoing maintenance costs. Quality Assurance would occur daily of the previous days incidents by the Communications Director. Reports would be generated monthly to include adherence to protocols, correct usage of the system components, and call types. The project timeline is dependent upon announcement of an award.

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)	09 / 17 / 11
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	05 / 31 / 12
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	05 / 31 / 12
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	06 / 30 / 12



<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	06 / 30 / 12
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<p>Identify the longevity or sustainability of the project.</p> <p>Halifax County E-911 intends to strengthen the service capabilities by utilizing this software. The longevity of this project is indefinite. SOPs will adhere to current APCO standards, emergency medical services EMD standards, and law enforcement standards. The protocols or SOPs will be changed as new standards, methods, and applications are available. The Halifax County governing body has committed, by resolution, to support the enhancement of services offered through the local PSAP.</p>
<p>Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.</p> <p>This project directly supports Initiative 2 of the Statewide Comprehensive 9-1-1 plan by implementing Emergency Medical Dispatch procedures. The implementation of nationally recognized EMD standards will allow our operations to no longer be confined to the structural walls of the facility. This enhancement would serve to bring our current center to the minimum capability level. In addition, providing these services will also align with capabilities of our bordering jurisdictions (2 of the 4 bordering Virginia counties currently provide EMD services). We feel that having similar capabilities will promote interoperability and sharing of resources in times of need. Enhancement by implementation of national standards will allow our dispatchers to become the first, first responders in critical situations when time is of the essence.</p>

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:

*In lieu of line item budget, please see the attached quote from Priority Dispatch. Halifax County has not selected a particular vendor. We are only utilizing this vendor to acquire cost estimates.

EVALUATION



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

The project management team (two representatives from each discipline), the E-911 Board of Directors, E-911 Director, Emergency Services Coordinator, the Operational Medical Director, and the County Administrator will evaluate the effectiveness of the program on a 30 day, 60 day, 90 day and then quarterly basis. Achievement will be measured by protocol adherence, successful EMD delivery (life saved, life protected, etc). Successful implementation will be demonstrated as a stronger, more enhanced, and standardized E-911 center. Enhanced call taking and dispatching of appropriate resources combined with delivery of pre-arrival instructions will greatly improve community survivability, responder safety, and dispatcher confidence.



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"