

FY13

PSAP GRANT PROGRAM APPLICATION



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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

Training of Personnel

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Augusta County Emergency Communications Center

CONTACT TITLE: ECC Director

CONTACT FIRST NAME: Donna

CONTACT LAST NAME: Good

ADDRESS 1: 18 Government Center Lane

ADDRESS 2: P.O. B ox 590

CITY: Verona [Click here to enter text](#)

ZIP CODE: 24482

CONTACT EMAIL: dgood@co.augusta.va.us

CONTACT PHONE NUMBER: 540-245-5503

CONTACT MOBILE NUMBER: 540-487-9545

CONTACT FAX NUMBER: 540-245-5506

REGIONAL COORDINATOR: Stefanie McGuffin

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Augusta County ECC

| | |
|--|--|
| | |
| | |
| | |
| | |

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 Technically Outdated* Strengthen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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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 [Click to select a project focus from the drop down list](#)

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

FINANCIAL DATA

Amount Requested: \$ 15,000

Total Project Cost: \$ 15,000

STATEMENT OF NEED

Augusta County is seeking funding to assist with training. We have 20 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.



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: Augusta County is seeking funding to assist with training. We have 20 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. If funding is not received we will continue to request training funds in local operational budgets unfortunately training not considered a high priority and monies for training are reduced or cut and the staff training is sacrificed.

Describe how the grant will be maintained and supported in the future, if applicable. 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. Grant would be maintained by operational costs or seeking other grant opportunities or sources.

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, Power Phone, 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, EMT, 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.

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.

[Click here to enter text](#)



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

Identify the longevity or sustainability of the project.

Click here to enter text



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

[Click here to enter text](#)

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:

Budget: Training \$15000. 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, GIS specialist, 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, EMT 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, GIS specialized training 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 ECC's goal is to establish a better quality assurance program and the improve the evaluation of calls and training techniques.

EVALUATION



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

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 ECC will evaluate the improvements within our PSAP by comparing statistical data and call process times, quality, performance and risk management.



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"