

FY16

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY16 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 your Regional Coordinator. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the 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 FY16 PSAP Grant Application Cycle starts July 1, 2014 and concludes on September 30, 2014 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.



FY16 PSAP GRANT APPLICATION

PROJECT TITLE

PSAP Operational Enhancement

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Newport News Police Communications Division

CONTACT TITLE: 911 Communications Administrator

CONTACT FIRST NAME: Carol

CONTACT LAST NAME: Render

ADDRESS 1: 2400 Washington Ave

ADDRESS 2: 1T

CITY: Newport News

ZIP CODE: 23607

CONTACT EMAIL: rendercm@nngov.com

CONTACT PHONE NUMBER: 757-926-3883

CONTACT MOBILE NUMBER: 757-746-2418

CONTACT FAX NUMBER: 757-245-2977

REGIONAL COORDINATOR: Lyle Hornbaker

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

- | | |
|---|--|
| <input checked="" type="checkbox"/> Individual PSAP | <input type="checkbox"/> Shared Services |
| <input type="checkbox"/> Regional Initiative | <input type="checkbox"/> Consolidation |
| <input type="checkbox"/> Secondary Consolidation | <input type="checkbox"/> |



GRANT PROGRAM TYPE

- Continuity and Consolidation
- Enhancement

TIER

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- Technically Outdated*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

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: _____ # YEARS of HARDWARE/SOFTWARE: _____

PRIORITY/PROJECT FOCUS OTHER

If "Other" selected, please specify: Quality Assurance/Quality Improvement Software

FINANCIAL DATA

Amount Requested: \$ 140,000.00
 Total Project Cost: \$ 140,000.00

STATEMENT OF NEED



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 Newport News Police Communications Division currently uses a paper based Quality Assurance/Quality Improvement (QA/QI) process. Enhancing this process by utilizing the NICE QA/QI Software module will strengthen our program and provide performance measurement tools that are not possible at this time.

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

The grant will be maintained and supported by the City of Newport News Information Technology as part of the City's technology continuity with Next Generation 911 improvements.

COMPREHENSIVE PROJECT DESCRIPTION



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 Newport News Communications Center is seeking to improve its Quality Assurance/Quality Improvement program. We would like to enhance our processes and provide measurable goals to our employees to maintain our service standards to the citizens of Newport News.

The features of this software provide audio and CAD chronology to the employee, and include a testing feature to provide a measurable outcome for the QA/QI process. In addition, the program provides an archival database that provides protection from liability while improving performance standards. Because our Division is CALEA (Commission on Accreditation for Law Enforcement Agencies) accredited, this program fulfills the accreditation standards for QA/QI while also providing a baseline for performance standards and mission critical call taker and radio performance.

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)	01 / 31 / 15
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	02 / 28 / 15
<input type="checkbox"/> ACQUISITION (Selected system or solution is procured)	03 / 31 / 15



<input type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	04 / 30 / 15
<input type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	05 / 31 / 15

Identify the longevity or sustainability of the project.

The QA/QI software will assist in liability protection for the City of Newport News, and provide a base performance measurement program for the Division’s call-takers and dispatchers. AS NG-911 and public safety broadband come online, PSAP’s will become the touch point for handling Text to 911, video, and other data. In this complex environment, QA/QI will be even more essential for identifying and closing knowledge gaps. Compliance will be another growing challenge as standards, such as CALEA and APCO Project 33 gain momentum, and new APCO and NENA standards emerge. The advances of the QA/QI Software will posture Newport News as NG 9-1-1 ready.

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

Providing meaningful feedback in a QA/QI program with measurable goals and performance measures supports the 9-1-1 Plan.

SHARED SERVICES/REGIONAL INITIATIVE (if applicable)



The relationship of the initiative to the participating PSAPs:

1T

Intended collaborative efforts:

1T

Resource sharing:

1T



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

1T

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:

1T

How should it be organized and staffed:

1T



What services should it perform:

1T

How should policies be made and changed:

1T

How should it be funded:

1T

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

1T



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. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.) Briefly explain the reason for each requested budget item and provide the basis for its cost. In addition, if contingency cost has been added, please identify the amount.

NICE QA/QI Software: \$140,000.00. Initial software purchase and eighteen licenses.

EVALUATION

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

Full testing will be conducted prior to cutover to ensure functionality. Additional testing and troubleshooting will occur throughout the implementation with acceptance rendered only after the system performs to the standards set in testing/acceptance plan as documented in the City's written plan.



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"