

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

Text to 9-1-1

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Orange County Emergency Communications Center

CONTACT TITLE: E-9-1-1 Director

CONTACT FIRST NAME: Nicola

CONTACT LAST NAME: Tidey

ADDRESS 1: 112 W Main St

ADDRESS 2: PO BOX 111

CITY: Orange

ZIP CODE: 22960

CONTACT EMAIL: ntidey@orangecountyva.gov

CONTACT PHONE NUMBER: 540-661-5433

CONTACT MOBILE NUMBER: 540-729-8189

CONTACT FAX NUMBER: 1T

REGIONAL COORDINATOR: Amy Ozeki

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

Individual PSAP

Shared Services

Regional Initiative

Consolidation

Secondary Consolidation



GRANT PROGRAM TYPE

Continuity and Consolidation x Enhancement

TIER

Out of Service Non-Vendor Supported*
 Technically Outdated* x Strengthen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If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.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: _____

PRIORITY/PROJECT FOCUS OTHER

If "Other" selected, please specify: Text to 9-1-1

FINANCIAL DATA

Amount Requested: \$20,672

Total Project Cost: \$20,672

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:

75% of our 911 calls received by Orange County Emergency Communications Center are received via our wireless trunks. As our call volume continues to increase more and more emphasis is placed on a wireless calls and being able to appropriately handle them as they are received. Not only now does this include the ability to re-bid and use phase 2 technology to but has no migrated to citizens expectations that they are able to Text to 9-1-1.

Text to 9-1-1 is not yet specifically classified under the VITA Grant guidelines. However, Text to 9-1-1 has become a focus of the E-911 Services board and they since have created a Text to 9-1-1 subcommittee to look at this technology.

The Text to 9-1-1 Subcommittee also recognizes the importance of pursuing Text to 9-1-1 solutions and encourages the pursuit of web browser Text to 9-1-1 solutions. Further the committee recognizes that typically in deployment of these projects there is onetime purchase costs and that the PSAP Grant program will help defer some of these costs. Leveraging an aggregator solution will also provide enhanced capabilities.

The acquisition of this Grant Funding will allow the agency to move forward and be positioned to provide the best service to the citizens we serve.



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

This project is a onetime purchase. To ensure the sustainability of equipment, funds have proposed in the FY16 operational budget. Maintenance costs for 5 years have been Included with this proposal.

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.

According to a white paper published by APCO International " Text messaging the most common non-voice application via mobile devices used today. The average person sends 41.5 messages per day, up from eh 2937 messages per day in 2009" Furthermore; the American Red Cross conducted a study in 2010 where it was found that 52% of respondents indicated they would send a text message to a response agency if were available. The hearing and speech impaired communities are not able to effectively communication via a mobile device with emergency services today. Situations also occur wherein a caller is not able to initiate a voice call to 9-1-1. Silent witness type scenarios represent valid use cases for text to 9-1-1 outside the hearing and speech impaired communities.

Our wireless call volume is 75% of our incoming 9-1-1 calls. Yearly we show an increase in the number of wireless calls handled with a 23% increase from FY13- FY14 respectively in wireless 9-1-1 calls.

We will take a two phased approached to this project.

In Phase 1 Text to 9-1-1 will be delivered as a hosted web based solution, or as a separate container outside of our CPE and CAD.

Phase 2 will included upgrading our CAD to the Enterprise platform to allow us to have an integrated solution with Text to 9-1-1. This upgrade will also allow us to receive media directly into our CAD. Our current CAD platform is not designed to support Text to 9-1-1 integration and our CAD vendor will only be supporting this initiative on its Enterprise platform. Orange is on a MSP platform.

Orange E-9-1-1 has already begun discussion with our CAD vendor in working towards this goal and has begun the initial planning phases of a CAD upgrade to a platform that will fully integrate NG-9-1-1 and Text to 9-1-1 solutions.

The overall goal for the project is the ability to position ourselves to become NG-9-1-1 compliant as the Commonwealth continues to work on its comprehensive NG-9-1-1 feasibility study.



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)	12 / 01 / 2014
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	06/01/2015
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	07/01/2015
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	08/01/2015
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	09/01/2015

Identify the longevity or sustainability of the project.

Text to 9-1-1 services are being delivered throughout the Commonwealth today. As the Commonwealth moves forward with its NG-9-1-1 feasibility study it is important that Orange leverages themselves in a way to be able to continue to deliver a high level of 9-1-1 services as well as keep up with the fast paced demands and the public's expectations of 9-1-1 services. The project for Text to 9-1-1 is also part of our CAD upgrade project. Recurring costs for this project are being predicted over the next 5 years.



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

This project is a direct reflection of the Virginia NG-9-1-1 implementation Plan.

“The opportunity to upgrade our existing 9-1-1 communications system is not merely a compelling opportunity, but an imperative given the limitations of the current analog telephony. This document describes Virginia’s implementation strategy for NG9-1-1 at a strategic level, but there is more work to be completed. The citizens of Virginia expect to be able to reach and communicate with 9-1-1 using an array of modern technologies and from adequately staffed 9-1-1 Call Centers. Given the strength of the case already provided, and the widespread awareness of the need to do so, there is little reason to delay in beginning the planning process for NG9-1-1.”

The Text to 9-1-1 Subcommittee further realizes that Text to 9-1-1 needs to be integrated statewide in conjunction with the deployment of NG-9-1-1.

This project also supports the Virginia Statewide Comprehensive 9-1-1 Plan vision in that a citizen can contact 9-1-1 from any communication device and that Orange E-9-1-1 can receive, process and dispatch their request for emergency aid quickly and accurately.

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.

Please see attached quote. A 10% contingency has been added in the amount of \$ 1872

This is a one-time purchase \$18,792.00

EVALUATION

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

The project will be measured in the same way a 9-1-1 call for service is received. It will be reviewed via our QA guidelines and emergency requests for aid will be objectively critiqued to ensure that our call process times are meeting objective and measurable benchmarks as defined by Orange County.



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"

	6 seats	3 Seats
One-time		
SHP files and boundaries	\$2,500	\$2,500
Carrier provisioning	\$2,500	\$2,500
Set-up CT positions	\$2,800	\$1,867
Total one-time	\$7,800	\$6,867
Recurring (annual)		
Annual maintenance	\$5,600	\$2,800
NG services/Voice	\$5,000	\$2,500
Total-recurring	\$10,600	\$5,300
	\$18,400	\$12,167
CAPEX (5 year) model		
One-time	\$31,650	\$18,792
Recurring	\$5,300	\$2,650
Year 1	\$36,950	\$21,442
Year 2	\$5,300	\$2,650
Year 3	\$5,300	\$2,650
Year 4	\$5,300	\$2,650
Year 5	\$5,300	\$2,650