



FY16

**PSAP GRANT PROGRAM
WIRELESS EDUCATION PROGRAM
APPLICATION**



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY16 PSAP GRANT PROGRAM WIRELESS E-911 PSAP EDUCATION PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The Wireless E-911 PSAP Education Program 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.

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 Wireless E-911 PSAP Education Program grant application. Application made on the FY16 PSAP Grant Application form (Continuity, Consolidation and Enhancement projects) will not be accepted. 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 SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY16 PSAP GRANT APPLICATION WIRELESS E-911 PSAP EDUCATION PROGRAM GRANT REQUESTS ONLY

GRANT APPLICANT PROFILE/PROJECT CONTACT

INDIVIDUAL WEP GRANT

REGIONAL WEP GRANT

PSAP/HOST PSAP NAME: Wise County
 CONTACT TITLE: Geographic Information Officer
 CONTACT FIRST NAME: Jessica
 CONTACT LAST NAME: Swinney
 ADDRESS 1: PO Box 570
 ADDRESS 2: 206 E Main St
 CITY: Wise
 ZIP CODE: 24293
 CONTACT EMAIL: gio@wisecounty.org
 CONTACT PHONE NUMBER: 276-328-7110
 CONTACT MOBILE NUMBER: 276-219-1793
 CONTACT FAX NUMBER: 276-328-9780
 REGIONAL COORDINATOR: Tim Addington

FINANCIAL DATA

AMOUNT REQUESTED: \$ 9600

(NOTE: The amount requested should be a reasonable estimate of total training expenses including hotel registration, conference registration, online training registration, and/or per diem (if applicable) for all anticipated participating personnel.)

HOST PSAP AND PARTICIPATING PSAPS (if a regional WEP application)

Wise County \$100

City of Norton \$2,000

Lee County \$500

Russell County \$2,000

Dickenson County \$500

Scott County \$500

Smyth County \$2,000

Washington County \$2,000



STATE PROFESSIONAL ORGANIZATION CONFERENCES

If the primary purpose of this WEP application is to send PSAP personnel to one or more of the annual state professional organization conferences (such as those sponsored by Virginia APCO, Virginia NENA, or Virginia GIS), please complete the following:

Virginia GIS Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 1T

NUMBER OF DAYS ATTENDING: 1T

Virginia APCO Fall Conference/Winter Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 1T

NUMBER OF DAYS ATTENDING: 1T

Virginia NENA Spring Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 1T

NUMBER OF DAYS ATTENDING: 1T

By checking this box, the applicant acknowledges that the education/training is specific to 911/public safety communications and/or GIS and it will benefit E-911 and the employees and/or PSAP by ensuring each employee selected to attend the conferences will be required to attend a minimum of 90% of the offered tracks in their respective field (Dispatcher, Technical or Management), or any combination of tracks as long as it equals 90% participation per day (i.e., if a dispatcher has 7 tracks offered in a given day, they must attend 90%).

By checking this box, the applicant acknowledges that the education/training is specific to 911/public safety communications and/or GIS and it will benefit E-911 and the employees and/or PSAP by using the funds to take advantage of the educational and training opportunities offered by the state professional organization chapters. The primary benefit would be continuing to educate staff with the current best practices, keep personnel current on the changing technologies, enhancements and requirements within the profession.



OTHER EDUCATIONAL/TRAINING OPPORTUNITIES

If this application includes educational/training opportunities other than the annual state professional organization conferences, please complete the following:

EDUCATION/TRAINING TITLE/EVENT: EMD Course, Geocomm Geolynx Mapping Course, Public Safety Training Consultants Courses (Active Shooter, Call Taker Customer Service, etc), Records Retention, FOIA

DATES: TBD

LOCATION: TBD

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 20

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: \$9600

PER DIEM REQUESTED (allowable meals only): NA

COMPREHENSIVE PROJECT DESCRIPTION

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.

Being current with E911 PSAP advancements in technology and procedures is important. To have E911 knowledge of the needs of dispatch in future technology will help the PSAP be thorough in providing responders the information they need and help them prepare for NextGen 9-1-1. Failure to provide adequate training, realistic simulations, and resources for the PSAP has a direct impact on the service skills and abilities of the Dispatcher.

EVALUATION

Describe the evaluation process that will be used to determine if participation in this education/training benefited the PSAP and/or supported E-911 and GIS.

Many of the personnel attending the training will be required to serve as peer trainers within their own PSAP using the material provided. Dispatchers and staff are evaluated yearly for performance. The skills and knowledge that will be learned through the training should be demonstrated in their ability to successfully and thoroughly perform their job duties.



OUT OF STATE TRAVEL WAIVER REQUEST

If this grant application is for out of state education/training opportunities or includes any part of the funds to be used for out of state education/training opportunities, please complete the following in its entirety.

EDUCATION/TRAINING EVENT: 1T

DEPARTURE DATE: 1T

RETURN DATE: 1T

LOCATION: 1T

ESTIMATED NUMBER OF PERSONNEL ATTENDING: Click here to enter text

TOTAL ESTIMATED BUDGET FOR EVENT: 1T

CONFERENCE/TRAINING: 1T

LODGING: 1T

MEALS AND INCIDENTALS: 1T

TOTAL COST OF TRIP REIMBURSABLE THROUGH THE WEP GRANT: 1T

REASON FOR OUT OF STATE TRAVEL WAIVER REQUEST (INCLUDING COMPREHENSIVE TRAINING DESCRIPTION AND EVALUATION PROCESS): 1T

MANAGING DEPARTMENT HEAD APPROVAL RECEIVED BY:

1T

DATE: 1T



ADDENDUM FOR WISE COUNTY REGIONAL WEP FY16

EDUCATION/TRAINING TITLE/EVENT: Public Safety Training Consultants Active Shooter Course

PSTC is proud to announce that "Active shooter for 9-1-1 professionals" is the most attended and most comprehensive Active Shooter/Active Assailant class in the 9-1-1 industry. PSTC has taught thousands of call taking and dispatch professionals on the lessons learned and skills needed by 9-1-1 professionals during school shootings. We have taken that popular formula and applied it to ACTIVE ASSAILANT events. The class will include new skills for workplace shootings, school shootings, spill-over domestic violence, large occupancy building shootings and other events that are considered "active shooter" situations. Agencies that use IAED or similar protocol programs will learn additional skills and great background information on these potentially horrific events. Non protocol agencies will learn a how to build a check list of essential information gathering techniques that should be employed during these events.

Students will learn new call taking, planning and dispatching skills that they can use immediately. What would you do if you received a call of a shooting at a local church, factory, transit hub, school or in town square? We will not only share lessons learned, we will also work through our Instructor facilitated problem solving situations to better prepare any communications professional. This 8 hour class is bound to be one of the best classes your staff ever attends. Trainers and Supervisors will also learn how to coordinate an event and what notifications and resources may be necessary during large or small scale events. PSTC is America's most trusted in-service training provider. We do the homework to present the most professional classes that students can attend. We believe in Lessons Learned rather than "shame on you" and we honor the agencies that have handled events by sharing their accomplishments and their ideas for handling active shooter tragedies with quick, efficient, compassionate action. **Target Audience: Any call taker dispatcher, trainer, supervisor or manager Class length: 8 hours**

DATES: TBD

LOCATION: TBD

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 20

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 3000.00

**EDUCATION/TRAINING TITLE/EVENT: Public Safety Training Consultants
Call Taker Customer Service**

Providing Exceptional Service

"What if it were Family?"

We are excited to say that this new class may just revolutionize the view of 9-1-1 service levels and their role within public safety on every level of your organization. What if it were your family needing help? Why would you offer them a different level of service or “go the extra mile” for them and yet the average caller or responder may experience a different level of service? Is it possible to use terms that you would use with a family member when you are dealing with an “everyday call for service”? How can we make simple but substantial changes in our wording, mindset and thought processes to drastically improve our level of service?

The idea of "what if it were family" will be a thread throughout this information filled class that will change the "mindset" of many of your staff members and validate the commitment and service that many of your team members already embrace. This concept has received rave reviews in test classes and we are sure that your team members will respond to the WIIWF (What If It Were Family) values. This class is refreshing and reaffirming. It doesn't demonize what we are doing now, it simply shows you a “better way” of doing things with modest changes in our questioning or more favorable co-worker responses and interactions. This class is an absolute game changer for the 9-1-1 industry! We will demonstrate and reinforce the ideals of core values within any agency. We show the benefits of honor, respect, integrity, service and safety. If you have employees saying things like “I can't help you without an address” or “that's not a good address” or “that's not a 9-1-1 problem” without actually listening to the caller for other clues, this is the perfect class to attend. If you have staff members that don't realize their essential role or their “piece of the public safety puzzle” this is the course to attend! If it's just time for a new look at customer satisfaction and “upping your game”, this is the class for you! This class is much more than a customer service class. It is a game changing class that brings students to a realization that some of our call taking tactics or co-worker interactions “go wrong” with one phrase or the use of a negatively perceived voice inflection. Breaking some simple bad habits can go a long way to instantly see better service and improved quality assurance scores. Service is more than just the caller. Our customers include co-workers, allied agencies, field responders and yes, the 9-1-1 caller and every call we receive. This class teaches great tactics for providing exceptional customer service. This class is perfect for any call taker, dispatcher, trainer or supervisor. The class will examine strategies for information gathering, calming techniques and "connecting emotionally" with callers. The class will discuss our various customers and how we can meet or exceed their expectations. We will also discuss the theory of our internal co-workers (fellow dispatchers) and how

providing internal service is essential. This class will go into a variety of call types and give students specific phrases and tools that they can use immediately upon returning to work. The class will cover additional "hot topics" such as communicating with agitated subjects, speaking with the mentally ill and creative, yet professional information gathering tools. Send everyone on your staff for their continuing education. For agencies that are using "scripted" or protocol based dispatch systems, we will emphasize how to best utilize questioning sequences and how to employ various customer service phrases to enhance your quality assurance scores. Demonstrations of "clarifying questions" and "responder safety" questions will be demonstrated and utilized in scenarios. This class is ALL NEW and uses new case studies, audio examples, and stories that received national attention and cases where 9-1-1 professionals went above and beyond to offer assurance or assistance. This is a great opportunity to get your yearly dose of customer service training that will offer new and proven tools for providing the best possible service. This is a great way to get refreshed, renewed and rejuvenated! We will even show you the best way of combining great service during a wide variety of calls from "routine" to life threatening. Don't miss it! **Target Audience:**

Any dispatcher, trainer, supervisor or manager with an interest.

Class length:

8 hours

DATES: TBD

LOCATION: Wise County to host

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 20

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 3000.00

EDUCATION/TRAINING TITLE/EVENT: EMD Course

EPD Certification Course Will Help You:

- Improve quality of service to the caller
- Correctly identify Chief Complaints
- Assign needed resources
- Improve scene safety
- Standardize descriptions
- Provide effective Dispatch Life Support Safely prioritize calls
- Acquire national certification

Who Should Attend:

- Law Enforcement Dispatchers
- Calltakers
- EPD Supervisors
- QA Personnel

Course Includes:

- IAEPD certification
- EPD course manual
- Embossed diploma
- Membership card
- Uniform patch
- Journal subscription
- Window sticker

Introducing the Police Priority Dispatch System

The PPDS brings the science of structured call processing to the world of law enforcement communications. The protocol uses logic-based Case Entry and Key Question interrogation to safely and accurately prioritize responses to law enforcement incidents. Post-Dispatch and Pre-Arrival Instructions provide a Zero-Minute Response to callers at the scene to improve scene safety and response effectiveness. The consistent design of International Academies of Emergency Dispatch (IAED) protocols facilitates an easy transition for users of the Medical and Fire Priority Dispatch Systems.

Value of EPD Certification Training

Certification from the IAED ensures that your calltakers have the understanding to safely use the PPDS—the most advanced dispatch protocol for law enforcement communication centers. To do this, the EPD course provides hands-on use of the PPDS in simulated call scenarios, complete with feedback and discussion. Completion of the course provides students with the confidence to begin using the Protocol on-line in the busiest of communication centers.

Prerequisite for National Certification:

- 18 yrs or older and high school diploma or GED equivalent.

DAY ONE:

Introduction to Emergency Dispatch

Overview of the EPD course and learning objectives. Introduce the principles of emergency dispatch and relate these to law enforcement communications. Identify the benefits of structured call processing.

Introduction to the PPDS

Overview of the components and use of the PPDS. Practice initial use of the Case Entry Protocol. Discuss and practice initial incident classification among the Chief Complaint Protocols. Identify the standard formats for description essential interrogations. Discuss and practice using Pre-Arrival Instruction Protocols.

Protocol Instruction and Practice

Begin reviewing the PPDS in detail. Following initial instruction, students will begin scenario-based practice.

DAY TWO:

Telecommunication Essentials

Discuss the skills related to the communication cycle, customer service, and call control in a non-visual environment.

Legal Issues of Police Dispatch

Discuss the legal issues related to police dispatch and identify specific techniques to minimize legal liability for the agency and the individual.

Continued Protocol Instruction and Practice

Continued protocol instruction and practice that incorporates the telecommunication skills discussed earlier in the day.

DAY THREE:

Dispatch Stress

Discuss issues related to dispatch stress and techniques for helping Emergency Police Dispatchers manage stress related to working in a communication center.

Continued Protocol Instruction

Finish review of the Chief Complaint Protocols and conclude scenario drills.

Quality Improvement

Discuss the importance of quality improvement procedures and identify the associated responsibilities of the EPD.

REVIEW AND TESTING

Following a thorough course review, students are given the opportunity to demonstrate their competence with the IAED's straightforward EPD certification exam.

DATES: TBD

LOCATION: TBD

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 10

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 2500.00

**EDUCATION/TRAINING TITLE/EVENT: Geocomm Geolynx Mapping
Refresher Course**

- Hands free automatic live mapping of 9-1-1 calls as they are answered.
- Extends your GIS enterprise into the 9-1-1 PSAP environment.
- Improves emergency response times.
- Presents a common operating picture between the PSAP and emergency responders.
- Creates real-time situational awareness for making decisions in the PSAP.
- Eliminates the need for paper map books and atlases in your PSAP.
- Combines feeds from multiple systems (9-1-1, CAD, AVL) onto a single map, eliminating the need for multiple mapping applications from different vendors for your PSAP users.
- Integrates with your GIS enterprise for data management and updates.

DATES: TBD

LOCATION: TBD

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 25

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 1000.00

EDUCATION/TRAINING TITLE/EVENT: Researching other training courses including NENA, APCO, PSTC, Geocomm, and others that will benefit PSAPs

DATES: TBD

LOCATION: TBD

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 20

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: TBD

PER DIEM REQUESTED (allowable meals only):

Memorandum of Understanding

The PSAPs listed below hereby wish to combine their potential grant funds for an educational opportunity to be funded by the E-911 Services Board Wireless Education Program (WEP). Each individual PSAP is eligible for up to \$2,000 in the WEP. Each PSAP below has agreed to participate in a regional application for the following amounts for an Education/Training regional event. The undersigned below authorizes VITA to transfer the WEP funds, if approved, to the identified fiscal agent upon draw down request for the FY15 regional education program grant.

Wise County (fiscal agent)

City of Norton

Lee County

Russell County

Dickenson County

Washington County

Scott County

Smyth County

Dickenson County, VA

Amount ~~___\$2,000.00___~~ \$500⁰⁰

Name Matt Slemp

Signature M. Slemp

Date 2/14/09/18

City of Norton, VA

Amount \$2,000.00

Name Jeff Shupe

Signature 

Date 9/18/2014

Lee County, VA

Amount \$500

Name Alan Bailey

Signature 

Date 9-18-2014

Locality Russell County

Amount \$2,000

Name Bo Bise

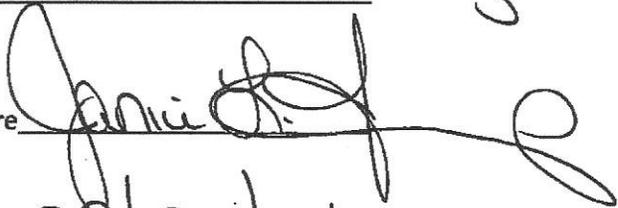
Signature Bo Bise

Date 9/29/2014

Locality Scott County 911

Amount \$ 500.00

Name JANICE L. JENNINGS

Signature 

Date 09/29/14

Locality Smyth Co

Amount \$2,000

Name Shannon Williams

Signature Shannon Williams

Date 9/18/14

Locality Washington Co.

Amount 2000.⁰⁰

Name L.V. Pokey Harris

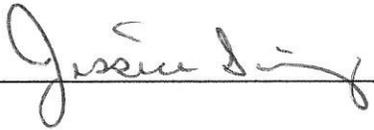
Signature Duph by V.O. King - Varble

Date 9-29-14

Wise County, VA

Amount \$100.00

Name Jessica Swinney

Signature 

Date 9-16-14

Memorandum of Understanding

The PSAPs listed below hereby wish to combine their potential grant funds for an educational opportunity to be funded by the E-911 Services Board Wireless Education Program (WEP). Each individual PSAP is eligible for up to \$2,000 in the WEP. Each PSAP below has agreed to participate in a regional application for the following amounts for an Education/Training regional event. The undersigned below authorizes VITA to transfer the WEP funds, if approved, to the identified fiscal agent upon draw down request for the FY15 regional education program grant.

Wise County (fiscal agent)

City of Norton

Lee County

Russell County

Dickenson County

Buchanan County

Washington County

Scott County

Smyth County

Locality <u>Smyth Co</u> Amount <u>\$2,000</u> Name <u>Sharon Wilson</u> Signature <u>[Signature]</u> Date <u>9/29/14</u>	Locality <u>Scott County 911</u> Amount <u>\$500.00</u> Name <u>JANICE L. LEWIS</u> Signature <u>[Signature]</u> Date <u>09/29/14</u>
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Locality <u>Russell</u> County _____ Amount <u>\$2,000</u> Name <u>Bo Bise</u> Signature _____ Date <u>9/29/2014</u>	City of Norton, VA Amount <u>\$2,000.00</u> Name <u>Jeff Shupe</u> Signature <u>[Signature]</u> Date <u>9/29/2014</u>
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Dickenson County, VA Amount <u>\$2,000.00 \$500</u> Name <u>Matt Slomp</u> Signature <u>[Signature]</u> Date <u>2/14/09/14</u>	Lee County, VA Amount <u>\$500</u> Name <u>Alan Bailey</u> Signature <u>[Signature]</u> Date <u>9-18-2014</u>
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