



FY17

**PSAP GRANT PROGRAM
PSAP EDUCATION PROGRAM
APPLICATION**



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY17 PSAP GRANT PROGRAM PSAP EDUCATION PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The PSAP Education Program grant application is available and accessible from VITA's ISP 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 PSAP Education Program grant application. Application made on the FY17 PSAP Grant Application form (Shared Services and Individual PSAP Program projects) will not be accepted. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY17 PSAP Grant Application Cycle starts July 1, 2015 and concludes on September 30, 2015 at 5:00 pm.

ALL SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY17 PSAP GRANT APPLICATION PSAP EDUCATION PROGRAM GRANT REQUESTS ONLY

GRANT APPLICANT PROFILE/PROJECT CONTACT

INDIVIDUAL PEP GRANT
 MULTI-JURISDICTIONAL PEP 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: \$ 30,000

(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 PEP application)

<u>Wise County</u>	<u>City of Norton</u>
<u>Lee County</u>	<u>Russell County</u>
<u>Dickenson County</u>	<u>Scott County</u>
<u>Tazewell</u>	<u>Washington County</u>
<u>Buchanan</u>	<u>City of Bristol</u>



STATE PROFESSIONAL ORGANIZATION CONFERENCES

If the primary purpose of this PEP 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 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, or is a regional PEP application, please complete the following. (NOTE: Additional pages may be submitted for multiple training opportunities other than the annual state professional organization conferences.)

EDUCATION/TRAINING TITLE/EVENT: Geocomm Geolynx Mapping Course, PSTC courses (High Risk! What if it Were Family aka Providing Exceptional Service), ArcGis Advanced Training, FOIA, Benchmark course (Basic Call-taker/Dispatcher Techniques), Apco – Crisis Negotiations (suicide/hostage), Apco – Disaster Operations. All classes are contingent on the flexibility and availability of the instructors and attendees in the scheduling of the class.

DATES: TBA

LOCATION: TBA - various venues throughout the Region

ESTIMATED NUMBER OF PERSONNEL ATTENDING: max 30

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 30,000

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 911. 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.



Memorandum of Understanding

The PSAPs listed below hereby wish to participate in the multi-jurisdictional PSAP Education Project. Wise County will be the "host" for this grant and will be the fiscal agent. Each individual PSAP is eligible for \$3,000 in the multi-jurisdictional training PEP. Each PSAP below has agreed to participate in a multi-jurisdictional application for Education/Training multi-jurisdictional events. The undersigned below authorizes VITA to transfer the Shared Services Grant funds, if approved, to the identified fiscal agent upon draw down request for the FY17 multi-jurisdictional education program grant.

Jurisdiction	Printed Name	Signature	Date
Wise County	Jessica Swinney	<i>Jessica Swinney</i>	9-17-15
City of Norton	Fred Ramey	<i>Fred Ramey</i>	9/22/15
Lee County	Alan Bailey	<i>Alan P. Bailey</i>	9-9-15
Russell County	Bo Bise	<i>Bo Bise</i>	9-15-15
Dickenson County	Matt Slempp	<i>Matt Slempp</i>	2015/09/22
Washington County	Theresa Kingsley-Varble	<i>Theresa Kingsley-Varble</i>	9-9-15
Scott County	Janice Jennings	<i>Janice Jennings</i>	9-9-15
Spartan County	Shannon Williams		
Buchanan County	Rick Bailey	<i>Rick Bailey</i>	9-10-2015
City of Bristol	Clay Robinette	DAVID VARBLE	9-9-15
Tazewell County	Derrick Ruble	<i>Derrick S. Ruble</i>	09/09/15

ADDENDUM FOR WISE COUNTY REGIONAL WEP FY17

EDUCATION/TRAINING TITLE/EVENT: Public Safety Training Consultants High Risk!

Sharing Critical Skills for Call Takers, Dispatchers AND Trainers

Class Description:

At PSTC we are excited to announce another great updated class and a fantastic choice for in-service training. "HIGH RISK" is a class that shares critical skills for call takers, dispatchers and trainers. We have looked at events that are a risk to either responders or communities and built this dispatch specific class to help dispatch centers to prepare for HIGH RISK events.

PSTC Instructors and researchers have taken the time to take an in-depth look at Line of Duty Deaths for Law Enforcement events and LODD for Fire and EMS responders at Law related calls. We then share the vital lessons learned from a communications perspective. We use a mix of lecture, video, audio tape review and the honored PSTC style of education to drive the lessons home to your 9-1-1 and Emergency Communications professionals! We share the most current events and "lessons learned" from around the nation. We are very proud to have the best customer agencies in the nation so we can tell you the REAL story and prepare you to handle an event in your area.

This is a great class that includes all of the event types listed below:

- Responder Ambush Events**
- Warrant and Search Warrants**
- Domestic Violence and Family Violence**
- High Risk/Felony Traffic Stops**
- Business and Home Robberies**
- Vehicle Pursuits - How to Make them**
- SAFER! Case Studies of GREAT events**
- Suspicious Vehicles - Suspicious Person Calls**
- Mentally Ill Subjects**
- Restraining Orders and Protection Orders**

We offer progressive and smart skills for both call takers, dispatchers and supervisory staff during HIGH RISK events. Your staff will leave the class with skills they can use immediately. We will also provide a strong dose of pride and partnership with our responders so that call takers and dispatchers go the "extra mile" during HIGH RISK events!

Target Audience: This class is a crucial class for any emergency communications professional!

Class length: 7-8 Hours

DATES: TBD

LOCATION: TBD **ESTIMATED NUMBER OF PERSONNEL ATTENDING:** 20

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 6200.00

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: TBA

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 20

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 6000.00

**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: 1500.00

EDUCATION/TRAINING TITLE/EVENT: Apco – Disaster Operations

The importance of educating today's public safety communications professional on their role and the role of the Communications Center in disaster operations is greater than ever before. There is a defined role for public safety communications in every element of disaster response and recovery. As public safety's ability and need to address disaster situations evolves, the telecommunicator needs to be familiar with all types of disasters—man-made and natural—and how those events can impact the communications function. This course serves to educate the public safety telecommunicator on a wide range of man-made and natural disasters, their effects on the community and its infrastructure and the response and recovery needs of each. In addition, this course will provide telecommunicators with information on overall emergency management and homeland security and provide guidance on continuity of operations for the Communications Center in the face of a multitude of disaster situations. TOPICS INCLUDE: • Earthquakes • Tsunamis • Hurricanes • Cyber-Terrorism • Agroterrorism • Weather-related Disasters • Incident Management Tools and Resources • Continuity of Operations Planning for the Comm Center PREREQUISITES: Students should have successfully completed a formal basic telecommunicator training program. RECERTIFICATION REQUIREMENTS: None Perfect for a one day Pre-Conference or Post-Conference Course Course is taught in the classroom or via Institute Online. Certification fees are included in tuition. Web class registration does not include web access fees or other local internet/web-related costs. Also, Online students will download their course manual. C

DATES: TBD

LOCATION: TBD

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 30

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 8000

PER DIEM REQUESTED (allowable meals only):

EDUCATION/TRAINING TITLE/EVENT: Apco Crisis Negotiations

Crisis situations differ from the daily emergencies that today's public safety telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the telecommunicator to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response. TOPICS INCLUDE: • Overview of a Crisis Situation • Hostage Situations • Suicidal Subject Situations • Suicide by Cop • Crisis Negotiation Tools for the Telecommunicator • Skills and Characteristics of a Successful Telecommunicator Negotiator • Crisis Related Stress Management PREREQUISITES: Students should have successfully completed a formal basic telecommunicator training program. RECERTIFICATION REQUIREMENTS: None Perfect for a one day Pre-Conference or Post-Conference Course Course is taught in the classroom or via Institute Online. Certification fees are included in tuition. Web class registration does not include web access fees or other local internet/web-related costs. Also, Online students will download their course manual. Successful students will earn APCO Institute Certification

DATES: TBD

LOCATION: TBD

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 30

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 8000

PER DIEM REQUESTED (allowable meals only):

EDUCATION/TRAINING TITLE/EVENT: Apco Customer Service In Today's Public Safety Communications.

Providing satisfactory customer service in the high energy, often high stress world of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent. This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in excellence to every situation. TOPICS INCLUDE: • Denying Customer Service • Customer Attitudes and Expectations • Customer Service in Public Safety • Impact of Customer Service on Public Safety • Communications Center Customer Service in Action • Customer Service and Quality Control • Investigating Complaints • Improving Customer Service in the Comm Center PREREQUISITES: None RECERTIFICATION REQUIREMENTS: None Perfect for a one day Pre-Conference or Post-Conference Course Course is taught in the classroom or via Institute Online. Certification fees are included in tuition. Web class registration does not include web access fees or other local internet/web-related costs. Also, Online students will download their course manual. Successful students will earn APCO Institute Certification.

DATES: TBD

LOCATION: TBD

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 30

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: 8000

PER DIEM REQUESTED (allowable meals only):

EDUCATION/TRAINING TITLE/EVENT: Researching other training courses including Benchmark Suicide, Benchmark Basic Call-taker/Dispatcher Techniques, Geocomm, Spillman, 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):