



FY17

# PSAP GRANT PROGRAM APPLICATION





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### HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP'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 FY17 PSAP Grant Application Cycle starts July 1, 2015 and concludes on September 30, 2015 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.**



## FY17 PSAP GRANT APPLICATION

### PROJECT TITLE

Call Handling Equipment

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Staunton Police Department

CONTACT TITLE: Sergeant

CONTACT FIRST NAME: Chad

CONTACT LAST NAME: Kauffman

ADDRESS 1: 116 W. Beverley St.

ADDRESS 2: [Click here to enter text](#)

CITY: Staunton

ZIP CODE: 24401

CONTACT EMAIL: [kauffmancr@ci.staunton.va.us](mailto:kauffmancr@ci.staunton.va.us)

CONTACT PHONE NUMBER: 540-332-3846

CONTACT MOBILE NUMBER: 540-294-5792

CONTACT FAX NUMBER: 540-332-3980

REGIONAL COORDINATOR: Stefanie McGuffin

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Staunton Police Department 911 Center**

_____	_____
_____	_____
_____	_____
_____	_____

### GRANT TYPE

X Individual PSAP

Shared Services



**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- Technically Outdated\*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**If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.**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: \_\_\_\_\_

**Intrado Positron VIPER Power911 (5.5 SP4)**

**VIPER Power911 CHE currently runs on Microsoft Windows XP. Microsoft stopped support for Windows XP in April 2014.**



## PRIORITY/PROJECT FOCUS NG 9-1-1

**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 City of Staunton desires to transition to NG911 IP based call routing. Verizon has made clear its intention to discontinue service of analog 911 trunks in the near future and the City of Staunton wishes to move forward with IP based call handling equipment (CHE) to strengthen its position in the delivery of emergency services to the community with new services such as text-to-911.

Funding is needed to facilitate the NG911 services and to upgrade several components of CHE. The CHE at four positions needs to be upgraded for compatibility with newer versions of software to support NG911 features.

Staunton is unique in that it has a large deaf and hearing-impaired population, being home to the Virginia School for the Deaf and Blind. Implementing NG911 and compatible CHE allows for the addition of integrated text-to-911 service, enhancing access to emergency services for our hearing impaired residents.

There is no budgetary funding allocated for the increase in service costs for this transition or for the call recording equipment needed for compatibility with the new CHE. The financial need includes funding for monthly routing, location data management, and management of the IP. The requested funding is the difference between the current Verizon payment for analog circuits and what the Intrado A911 service will cost over the next five years.

There are no allocated funds to complete this project outside of the grant opportunity. The grant request would fund the entire project, including recurring service costs for the first five years. Beyond that time period, the City would incur all costs associated with the program.



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

The City self-maintains its Intrado Positron VIPER system and will continue to do so with the new enhanced features. The new features will provide a foundation for new technologies.

Beyond the initial five years of service allowed under the grant guidelines, the City will provide funding to continue the service in the annual PSAP budget.

## **FINANCIAL DATA**

Amount Requested:

\$56,340 – Intrado A911 Service

\$45,933.30 - Intrado CHE replacement at 4 positions

Total Project Cost:

\$102,273.30

## **STATEMENT OF NEED**

In times of disasters, the inherent limitations and failures in the current E911 system prevent the public safety community from achieving their charter which is to save lives and property. An IP based, packet switched NextGen911 system mitigates many of the limitations of the legacy E911 system. When enabled with a nationwide IP network for call routing and delivery, PSAPs have the ability to reroute calls to any PSAP on the network regardless of local access and transport area (LATA) or geopolitical boundaries. For example, should the City of Staunton PSAP be disabled by a storm, the City would have the ability to call the Intrado NOC and reroute all, or a portion of, incoming 911 calls to an unaffected PSAP.

While NG911 provides solutions for disaster recovery, there are day-to-day applications where an IP packet switched network can be utilized to solve



inefficiencies of the current E911 system. For instance, should one of Staunton's neighboring PSAPs which is not serviced by the same tandem servicing the City receive a misrouted wireless call the only way to transfer the call is on a ten-digit administrative line and not on a native 911 trunk. With NG911 and appropriate legacy gateways the problem is solved by allowing transfer of 911 calls to the correct PSAP on a native 911 line.

The legacy E911 network has traditionally left much of the changes in the system outside the control of the PSAP. A NG911 solution enables the PSAP to take greater control of their system and operations. For example, Staunton could pre-provision multiple call routes in the event of a disaster and provide the ability to enact these disaster routes on demand.

#### **Key Drivers for City of Staunton**

- Maximize system flexibility and user-definable rules for enhanced call delivery queue management and optimization of call handler productivity
- Enable enhanced management information reporting for supervisors to monitor call taker staffing and performance at any given time
- Transition from an analog network with CPE integration issues
- Outsource to a single solution provider for a NG911 solution
- Eliminate vendor expense for configurable parameters such as call distribution
- Facilitate system administration training for balancing internal and external support
- Minimize risk and investment with predictable and value-added payments



## COMPREHENSIVE PROJECT DESCRIPTION

### Identify the longevity or sustainability of the project.

The components of this project are fundamental to the long-term plans of Staunton's PSAP. Implementing a state of the art NG911 system will enable Staunton to be ready for future communications advancements with texting, multi-media and data applications for many years with minimal additional cost.

Staunton has been an Intrado customer for five years. Implementing Intrado's A911 solution enhances the City's investment and provides a strong foundation for future enhancements. Intrado is a leader in the 911 field and has a proven track record over the past 30 years with numerous successful A911 migrations.

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

This project fulfills several goals in the Virginia Statewide Comprehensive 911 Plan. Migration to NG911 will protect the City from technical obsolescence enabling the network to expand beyond traditional E911 services and improving PSAP interoperability. By being an early adopter of NG911 in the region, Staunton will demonstrate that the transition to NG911 can be successful and improve interoperability with regional PSAPs.

The migration to Intrado's A911 will ensure the City's systems are fully functional in a NENA i3 compliant environment. Once the transition to an i3 compliant ESInet has been completed and demonstrated to be functional, interoperability with the State's ESInet would be possible. Intrado's ESInet is designed to work with existing legacy equipment through NENA i3 functions, such as the Legacy Network Gateway (LNG) and the Legacy PSAP Gateway (LPG). Implementation of the Intrado ESInet lays a foundation for the development of innovative applications and services, and for integration with a statewide ESInet. Implementing new services such as text-to-911 enhance incident information sharing and provide additional avenues for the public to report emergencies, enhancing the level of service provided to the citizens of Staunton.

Ultimately, the goals of the project include improving interoperability, improving survivability, improvements in reporting and metrics and adopting NG911 in advance of the obsolescence of analog E911 technology.



**SHARED SERVICES (if applicable)**

<p><b>The relationship of the project to the participating PSAPs:</b></p> <p>N/A</p>
<p><b>Intended collaborative efforts:</b></p> <p>N/A</p>
<p><b>Resource sharing:</b></p> <p>N/A</p>
<p><b>How does the project impact the operational or strategic plans of the participating agencies:</b></p> <p>N/A</p>



**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 project will be implemented in several phases. The initial and immediate phase will be to upgrade CHE at four positions to enable new features and to eliminate unsupported Microsoft Windows XP and Intrado IAC/PC equipment.

Migration to Intrado's Advanced 9-1-1 (A911) service will start with design of the redundant IP network and analysis of Staunton's GIS data for compatibility. The 911 migration will include A911 Location Data Management and A911 Routing implemented through the Intrado Emergency Services IP Network (ESInet).

Maintaining the integrity of the 911 environment will be critical during the implementation. A Legacy Network Gateway (LNG) will be implemented to provide backwards compatibility with legacy infrastructure. As Staunton's GIS data is validated, Staunton will work with Intrado to support GIS-based routing in compliance with NENA i3 standards.

As the IP network is provisioned, MSAG data is migrated to Intrado ALI databases and legacy ALI databases are disconnected. Once the IP network is deployed and LNG's are functional, A911 routing would utilize traditional elements for voice and the IP infrastructure for non-traditional elements such as text. As this phase of implementation progresses, selective router circuits are moved to Intrado's LNG service. When completed, 911 calls route through to A911 via Intrado's i3 network and 911 trunks will be disconnected from selective routers.



**PROJECT TIMELINE FOR  
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the estimated completion date. Sample activities for each phase are included.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input type="checkbox"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)  Sample activities: 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, and budgetary estimates are obtained	<b>11 / 30 / 15</b>
<input type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)  Sample activities: requirements are documented, components to be purchased are identified, and general design is documented	<b>09 / 01 / 15</b>
<input type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)  Sample activities: RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained	<b>07 / 15 / 16</b>
<input type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)  Sample activities: purchased components are delivered and installed and training is performed	<b>09 / 15 / 16</b>
<input type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)  Sample activities: performance of system/solution is validated and system/solution goes "live"	<b>11 / 15 / 16</b>



## 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.

See attached quotes

## EVALUATION

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

Evaluation of project success will include the successful installation and testing of NG911 CHE and text-to-911.

Additionally, built-in metric reports will provide on-demand details regarding call set-up times, data transactions, the number of records processed, and the number of errors, all of which will help streamline processes and reduce present and potential errors.



**CONSOLIDATION (Primary or Secondary) - (complete only if applicable)**

How would a consolidation take place and provide improved service:  N/A
How should it be organized and staffed:  N/A
What services should it perform:  N/A
How should policies be made and changed:  N/A
How should it be funded:  N/A
What communication changes or improvements should be made in order to better support operations:  N/A

Windows XP **End of Windows XP support** Your options PCs & offers Top questions  
Free data transfer

# Windows XP support has ended

As of April 8 2014, your XP computer is no longer receiving security updates that help protect your personal information. Even if you have anti-virus software, your computer may not be fully secure.



## What this means for you

If you continue to use Windows XP without XP support, your computer may still work but will become vulnerable to security risks and viruses. And as more software and hardware manufacturers continue to optimize for more recent versions of Windows, a greater number of programs and devices like cameras and printers won't work with Windows XP. Windows XP end of support help for [business](#).

## Why Windows XP support ended

Windows XP is 12 years old. It's typical to end service for software as it gets older and technology evolves. Most of us have replaced cell phones and even our cars over the last 12 years – now it's time to replace your Windows XP computer with a new PC. Or you can check to see if your Windows XP computer can run the new Windows. We've outlined [your options](#) and are here to support you as you make your next step.

## Help protect your personal files

We want to help your personal files, photos, etc. stay secure. To help ensure they stay secure, you'll need to either upgrade your Windows XP machine to the new Windows (which may not work, [learn more](#)) or get a new Windows PC. If you get a [new Windows PC](#) we'll help you [migrate your files, photos, and more for free](#).

# We're here to help

If you still need answers, check out our [top questions](#) about the end of Windows XP support. And if you're concerned about moving your personal files, photos, music and more when you upgrade, we can help you [transfer it for free](#).

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## Need help along the way? We are here for you.

Have questions about the end of Windows XP support?  
Need help finding a new PC? Just give us a call.

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