



County of Culpeper
Public Safety Communication Center
14022 Public Safety Ct.
Culpeper, Virginia 22701

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Dorothy A. Spears-Dean, Ph.D.
Public Safety Communications Coordinator,
Service Management and Delivery
Virginia Information Technologies Agency (VITA)
11751 Meadowville Lane
Chester, Virginia 23836

December 12th, 2014

Reference: FY16 PSAP Grant Application

Dear Mrs. Spears-Dean,

I am writing to you to advise that I would formally like to apply for an Emergency Grant through VITA, to help our Public Safety Communications Center replace our current CPE.

In June 2014 I received a contract for Critical Care Maintenance Services and Support Agreement E-911 from our then current CPE vendor, TRITECH Software Systems. This contract was only valid through October 2014. (We were expecting the annual maintenance contract to be valid for a year as the prior maintenance contracts stated.) I contacted TRITECH to seek answers as to why the contract was only valid for four months. TRITECH'S response was they gave notice to our agency that the company was no longer going to support our aging equipment. I advised that we did not receive any notice stating that this was their intention through any means of communication from their company.

Over the several weeks I made numerous phone calls and sent several emails to TRITECH attempting to extend the maintenance service contract with them. In the least I was hoping for a few more months of coverage with TRITECH while I worked with the Culpeper County Board of Supervisors to receive approval to purchase new CPE. Unfortunately, I hit two major obstructions in the beginning of this process. The first being that the Culpeper County Administrator advised our Procurement Department to place a bid for a maintenance service agreement, open to all CPE vendors instead of replacement. The second obstacle came when our representative with TRITECH advised that they could not offer any hope of extending our current contract. To this date I have not received anything else from TRITECH. Nor did our Procurement Department receive any bids for a maintenance service contract.

I have submitted the FY16 PSAP Grant Program Application, seeking 150,000 dollars to assist in the purchasing of new CPE. However, due to the importance of getting our CPE replaced as soon as possible, I would like to apply for Emergency Grant assistance. Our current CPE was purchased and installed in

August 2005 and has reached End of Life and is currently out of maintenance. If the grant is not received it could severely impair our PSAP's daily operations. Our current CPE is at a high risk, not due to poor planning on our behalf but due to the lack of communication and assistance from our previous CPE vendor. We have exhausted all other options at extending the maintenance contract and gaining a new maintenance contract for our existing equipment.

The Culpeper County Administrator has agreed to pay for the remainder of the cost to replace the CPE if the grant is approved.

The FY16 PSAP Grant Program Application that I submitted is still valid. If the Emergency Grant is approved I will withdraw from the FY16 process; if denied I will continue to seek the 150,000 dollars through the FY16 process.

I greatly appreciate your time and assistance in this matter and I look forward to speaking with you and the VITA Board on January 8th, 2015 to answer any questions and/or concerns you may have.

Sincerely,

A handwritten signature in cursive script, reading "William Martin", is written over a horizontal line.

William Martin
Director Culpeper County PSCC
14022 Public Safety Court
Culpeper, Virginia 22701



NEWPORT NEWS POLICE DEPARTMENT

An Internationally Accredited Agency

Richard W. Myers, Chief of Police

October 10, 2014

Dorothy A. Spears-Dean, Ph.D
Public Safety Communications Coordinator,
Service Management and Delivery
Virginia Information Technologies Agency (VITA)

Reference: PSAP Grant I.D: 137

The City of Newport News Communications Division was awarded PSAP Grant I.D 137 for the amount of \$149,000.00 on January 15, 2014. The grant was awarded for a CPE upgrade of CAD workstation licenses, and a cooling tower for the alternate dispatch site.

As we evaluated our needs, we determined that the best use of a grant award would be to enhance our current service to the citizens of Newport News with Next Generation 9-1-1 technology. Therefore, we are seeking to re-allocate the current grant award.

We are requesting the re-allocation of funds for the Automated Secure Alarm Protocol (ASAP) CAD interface; \$71,168.00, and the CAD interface for Text to 911 (Agent 5.1.1); \$98,640.00.

We understand that that there will be a \$20,808.00 difference from the grant award, and we are not requesting additional funding. We appreciate your consideration for our requested re-allocation.

Sincerely,

Carol M. Render
9-1-1 Communications Administrator

Pc: Fiscal Services

COMMITTED TO OUR COMMUNITY

9710 Jefferson Avenue ■ Newport News VA 23605-1550 ■ www.nngov.com

ROCKBRIDGE REGIONAL 9-1-1 CENTER

306 PARK AVENUE, SUITE A

BUENA VISTA, VA 24416

540-261-6171/540-261-9303 FAX

To Mrs. Dorothy Spears-Dean and VITA Board members,

Thank you for taking the time to read and consider my letter. I am writing to give context to an apparent deficiency in the FY 2016 grant application submitted on behalf of the Rockbridge Regional Public Safety Communications Center (Grant ID #133). The deficiency lies in the data submitted by Rockbridge for the FY14 True-Up. The True-Up contains actual supported data for 10 out of the 12 months for FY 14. The months of September and November 2013 are shown using an average of the call volume data for the known 10 months because the data for those months are missing. I do not know why the data was not collected for those two months or if it was what happened to it after it was printed. That timeframe predates my assignment to the Rockbridge ECC by 6 months so I do not know what was occurring at the time.

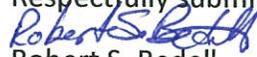
My time at the ECC began on March 24, 2014 at 1:00PM. I began my assignment at the Rockbridge ECC as the Interim Director with the intent being that I would fill the position while the hiring process was completed and a full time Director was selected. I was then to return to my "road duties" as a shift sergeant for the Rockbridge County Sheriff's Office. I was asked to be Interim Director, by the sheriff, after the ECC had undergone several months of turmoil following the resignation of the former Director and the subsequent departure of the first Interim Director after only two months. I came to the ECC with 16 years experience as a sheriff's deputy and shift sergeant but with no knowledge of the processes involved within the ECC. Two months into the search for a full time Director, with no acceptable candidates, I was asked to be the Director on a full time basis. Obviously, I accepted the position.

I have given this background so that you are aware of how this situation came to be. Since starting the assignment I have been doing everything I can to "predict and prepare" for what is needed next while trying to get the ECC back on track. I did not have much time to review some of the technical processes involved with the day to day operation and relied on a long time employee for much of my information on those topics. In late May 2014 the Rockbridge ECC began the scheduled upgrade of our phone system, which replaced our old Sentinel system with a new Intrado "Viper" system. Immediately following the "cutover" on June 5 the old Sentinel System was disassembled and removed from the ECC. Most of the components were scrapped. Though I had knowledge of the dismantling and scrapping I did not realize the implications. I do not know why the reports were not run for the prior September and November but the disposal of the old hardware now makes it impossible to go back and retrieve that data. Had I been through the True-Up process before, I may

have had the foresight to double check that all needed information had been obtained from the old system however I did not. I am currently in communication with CenturyLink to try and obtain call volume information from their switch logs. It may take some time and will not be free but I am making every effort to remedy the deficiency. If I can get the information from CenturyLink then I will immediately update the information on the True-Up form.

I would like the Board to consider that I have operated in good faith to the best of my knowledge and ability. I have submitted the required documents in the appropriate timeframes and in what I believed to be an acceptably completed state given the information I had. I have completed the Data Collection Survey (NG911 study) as required to apply for the grant and have communicated with staff, possibly too frequently, to make sure I am following the appropriate processes both in closing last year's grant and applying for this year's. I am asking that the Board consider the above facts when weighing whether or not to accept the grant proposal for Rockbridge. I do not want an oversight that occurred over 6 months prior to my arrival at the ECC to jeopardize the ability of the Rockbridge ECC to serve our community. I am now familiar with the True-Up process, the data required for completion, the grant application, and the need to oversee the process directly on my end. This omission will not occur again.

Respectfully submitted,



Robert S. Bedell



December 17, 2014

E9-1-1 Services Board
C/O Dorothy Spears-Dean
Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, VA 23836

Re: Shenandoah County PSAP Grant Applications

Dear Members of the Board:

Over the past few years, the Shenandoah County Department of Emergency Communications has undergone much growth and change. In 2007 – 2008, the department was under the direction of Shenandoah County Fire & Rescue and managed by a Communications Section Chief. In a report submitted to County Administration by an outside consulting firm, the Communications operation was recommended to be separated and operated as an independent county department. Beginning on or about July 1, 2013, several important staffing changes were undertaken within the department. This included the retirement of the Communications Section Chief. In the meantime, which consisted of approximately twelve months, an existing Shift Supervisor was appointed Interim Chief.

In June 2014, Mr. Jason Malloy was hired as the Director of Emergency Communications. At this time, the Department of Emergency Communications was created as suggested in the 2007 – 2008 report. During the twelve months that the (previous) department was being managed by the Interim Chief, a new Vesta CPE was installed and the prior system taken offline (February 2014). It is at this point or sometime shortly thereafter that the prior MAGIC Call Accounting system suffered irreparable corruption of two hard drives that rendered the system permanently unreadable and out of service and the data permanently inaccessible. This historical information is provided so that you can perceive the level of change occurring in a short period of time within the department.

With the submission of the FY2014 True-Up data, the data corruption and subsequent unavailability of its data was discovered. The Interim Chief, in addition to trying to manage budgetary, scheduling, disciplinary, and other concerns of the department was also still responsible for working her normal shift schedule and maintained supervision of her subordinates and daily shift operations. After speaking with the Interim Chief, it appears as if she either was not fully informed that monthly paper report printouts were required. After speaking with Staff regarding the issue, it was determined that a reasonable estimate of the missing call accounting data was required to complete the True Up process.

This process was completed and the FY2014 True Up was submitted on time. On December 12, an email from Ms. Dorothy Spears-Dean was received advising that the True Up data “made sense” as submitted and a recommendation was being made to the Board to (a) accept said data and (b) recommend that all

Shenandoah County PSAP Grant application be declined due to incomplete paperwork. It is the later recommendation that I would like to address with this letter.

First and foremost, the lack of paper call accounting records was the result of an unintentional oversight from an uninformed Interim Communications Section Chief. All other requirements of the position were dutifully fulfilled in a timely manner throughout the tenure of the Interim Chief. At no time during this tenure were these records willfully, purposely or otherwise omitted. As previously stated, it appears that this unintentional situation was caused by the Interim Chief at no point informed of or learned of any requirement of the Commonwealth to print hard copy call records.

Secondly, the E9-1-1 Services Board has a several year history with the current Director of Emergency Communications through another agency. From 2007 through early 2014, Mr. Jason Malloy was the E9-1-1 Coordinator for the Amelia County Sheriff's Office. During that tenure, all reports, call accounting records, etc. were well maintained and submitted every time as requested without fail. This practice was so well established, that it continued in Amelia County even after Mr. Malloy's departure. Upon learning of this issue shortly after beginning his tenure in Shenandoah County, Mr. Malloy created a storage binder and virtually identical procedure of printing call accounting records on the first business day of each month as was in place when he department Amelia County. This process was put into place so as to (a) avoid a future repeat of the same situation in Shenandoah County and (b) alert personnel as quickly as possible to any future data corruptions at the moment they occur (or shortly thereafter.) It is this history with the E9-1-1 Services Board dating back to 2007 that should show that this is a one-time incident that will not repeat itself in the future.

Finally, declining the PSAP grants that have been submitted by Shenandoah County for FY2016 will have a negative impact on services rendered to the public and to the first responder agencies that are service by the Department of Emergency Communications. First of all, declining the Wireless Education Program grant application will make it extremely difficult for communications personnel to attend training. The Shenandoah County Department of Emergency Communications is affiliated with the Central Shenandoah Criminal Justice Training Academy. Currently and in years past, the CSCJTA has had little to no training provided for Emergency Communications agencies. This lack of training means that any training sought by department personnel, including the Virginia APCO/NENA conferences and other outside training courses, must be paid for using budgetary funding. Budgetary funding is currently limited, and the removal of access to \$2,000 will mean fewer training opportunities for department personnel, thus impacting the service provided to the general public and Shenandoah County first responders.

Additionally, the declining of the GIS grant application will mean that department personnel must continue to use a 9-1-1 GIS system which is very limited and difficult to utilize. The current system is provided as part of the current CAD system (New World System Aegis CAD 9.0) and is very limited in its graphical representation of county geography. Shenandoah County's CAD GIS system does not show the terrain, buildings, etc. that would be available should a more robust system be put into place. The current system also is not user friendly and does not easily locate cellular callers when GPS (latitude/longitude) coordinates are typed manually through the search function. The graphical representation on screen currently available to personnel consists of straight lines for roadways and a solid color background (aerial photographs provided by VGIN are not a part of this system.) These factors are an obvious issue for both public and responder safety, and the decline of the GIS grant application will hinder the replacement of this mapping system and make it impossible, thereby affecting the services available to the public and first responders alike.

The E9-1-1 Services Board has made various exceptions through the years on a variety of issues, including the issuance of Emergency Grants to various localities in an assortment of situations. It is not on the merits of these issues, but rather on the merits of the current situation of the Shenandoah County Department of Emergency Communications that it is requested these grants to be considered. The situation that occurred is most certainly an anomaly rather than intentional (or even accidental) oversight and is sure not to repeat itself. Steps have already been put into place to prevent such an anomaly from occurring again at any point in the future.

In accordance with FY16 PSAP Grant Guidelines, it is for the above reasons that the Shenandoah County Department of Emergency Communications does hereby respectfully request that the E9-1-1 Services Board consider both the Wireless Education Program grant application (grant ID 46) and the E9-1-1 Dispatch Mapping Upgrade grant application (grant ID 47) be approved as submitted. With the approval of these grants, the Shenandoah County Department of Emergency Communications will be able to continue in the “development, deployment, and maintenance of enhanced wireless emergency telecommunications services and technologies” within Shenandoah County in accordance with the E9-1-1 Services Board mission as laid out in the Code of Virginia § 56-484.13.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "R. Jason Malloy". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

R. Jason Malloy, MS, ENP, PEM
Director of Emergency Communications