FY12

PSAP GRANT PROGRAM APPLICATION

FY12 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application will be available and accessible from VITA's Integrated Services Program's website (http://www.vita.virginia.gov/isp/). Upon completion of the application, it is to be submitted to the PSAP Grant Manager, Lisa Nicholson, at lisa.nicholson@vita.virginia.gov. Any supporting documentation must also be submitted along with the application.

After submission, the PSAP Grant Manager will assign a Grant ID and send an e-mail notification to the project contact e-mail address listed on the application received.

All funding requests must be submitted using the grant application. In addition to the grant application reference manual, technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY12 PSAP Grant Application Cycle deadline is December 22, 2010 at 11:59 pm.

FY12 PSAP GRANT APPLICATION

PROJECT TITLE

Caroline County EPD Request (police protocol)

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Caroline County
CONTACT TITLE: Major
CONTACT FIRST NAME: Scott
CONTACT LAST NAME: Moser
ADDRESS 1: P O Box 39
ADDRESS 2:
CITY: Bowling Green, VA
ZIP CODE: 22427
CONTACT EMAIL: smoser@co.caroline.va.us
CONTACT PHONE NUMBER: 804-633-1126
CONTACT MOBILE NUMBER: 804-994-4821
CONTACT FAX NUMBER: 804-633-1124
REGIONAL COORDINATOR: Click to select a Regional Coordinator from the drop down list

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

GRANT TYPE

x Individual PSAP
☐ Consolidation
☐ Regional Initiative
☐ Secondary Consolidation

GRANT PROGRAM TYPE

☐ Wireless E-911 PSAP Education Program
☐ Continuity and Consolidation x Enhancement

TIER

☐ Out of Service ☐ Non-Vendor Supported
☐ Technically Outdated x Strengthen
☐ Not Applicable

PROJECT FOCUS

Click to select a project focus from the drop down list

If "Other" selected, please specify: Click here to enter text

FINANCIAL DATA

Amount Requested: $ 68,847.00
Total Project Cost: $ 68,847.00

STATEMENT OF NEED

This department wishes to strengthen our pre- arrival instruction services to calls for Fires. Callers are asking for instructions on what to do while fire responders are en route.
This request for the Priority Dispatch, Inc. Police Priority Protocol Dispatch System project combining the latest technology in systematic call interrogation with the ability to logically prioritize dispatch responses and give lifesaving pre-arrival instructions immediately to the wireless caller at the scene, saving precious time while Law Enforcement officers arrive. The protocol has been designed to protect against liability, while increasing call processing effectiveness and assuring measurable standards of equalized care to the public. Special protocols exist for Shooting, Stabbing and Armed robberies. Historically, interrogation by dispatchers was subjective evaluations of each call and the response required. We are looking for more consistencies in Police dispatch protocol, policies, procedures and practices.

This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need. Additional items to discuss that referenced need should include: impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

The resounding consequences of not receiving funding for this automated EPD program will resonate through Caroline County for years to come due to the lack of expeditious Fire call processing by use of an automated EPD system and related software, provision for a comprehensive and dynamic Quality Assurance/Quality Improvement component that is encompassed within the automated EPD system and provision for assuring that the Caroline County Emergency Communications Division is meeting the standard within our public safety communications industry that of which is access and utilization of state-of-the-art technology to assure that callers are provided with the BEST quality of care in the most appropriate, accurate, and expedient manner possible as to not delay the onset of potentially life saving measures.

The EPD will improve quality of service to the caller. This system will help correctly identify chief complaints in order to give pre-arrival instructions and assign the needed resources to the wireless caller. Using this system will ensure scene safety and safely prioritize the calls and provide effective dispatch life-support indicated, and provide for better officer safety on calls. This system will qualify our communications center with national certification and standards

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

With this Grant we will get a system, we will be able to turn operational data into meaningful information. This will help us identify problem areas, suggest improvements, and minimize emergency fire dispatch risks by improving service. During this data collection, we will be able to significantly decrease the time reviewing cases, identify performance problems and provide tools to provide protocol compliance

COMPREHENSIVE PROJECT DESCRIPTION

FOR WIRELESS E-911 PSAP EDUCATION PROGRAM GRANT REQUESTS:

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.

Click here to enter text

FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

See Summary of Proposed Services.

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
☐ **INITIATION** (Project approved by appropriate stakeholders)	**XX / XX / XX**
☐ **DESIGN/PLANNING** (Project, system, or solution requirements are developed)	**XX / XX / XX**
x **ACQUISITION** (Selected system or solution is procured)	**7/ 01/ 11**
x **IMPLEMENTATION** (Selected system or solution is configured and installed)	**7 / 15 / 11**
x **TESTING/COMPLETION** (Selected system or solution is tested and put in production)	**8/ 01 / 11**

Identify the longevity or sustainability of the project.
This advanced technology within the Emergency Police Dispatch program will be the first component in a total automated dispatch protocol system that will include future installations of Police protocol interrogation systems to be utilized when conducting telephone questioning and provision of pre-arrival instructions of a potentially life saving and evidentiary importance. The implementation of a fully automated call processing system will assure that Caroline County Emergency Communications meets and adheres to all NFPA, ICMA (International City/County Managers Association Center for Performance Measurement), and all state & national EMS dispatch standards. The acquisition of an automated EPD system will afford Caroline County Emergency Communications the ability to conduct QA/QI (which is not presently feasible to conduct in a manual mode of operation) for all components of our medical call processing, provide for immediate corrective feedback and or remediation, tracking dispatching/call processing trends, and compliancy to protocol reports for individual EMDs, shift reports, and overall division assessment reports.
Describe how this project supports the Virginia Statewide E-911 Strategic Comprehensive Plan.
This EFD will provide Caroline County help improving 9-1-1 services and functionality across the county. The successful achievement of the Grant will result in Caroline's ability to continue to meet the public's high level of expectations for 9-1-1 emergency services in this period of rapid technology advancement

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:
Click here to enter text

Intended collaborative efforts:
Click here to enter text
Resource sharing:
Click here to enter text
How does the initiative impacts the operational or strategic plans of the participating agencies:
Click here to enter text

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service:
Click here to enter text

How should it be organized and staffed:
Click here to enter text
What services should it perform:
Click here to enter text

How should policies be made and changed:
Click here to enter text

How should it be funded:
Click here to enter text

What communication changes or improvements should be made in order to better support operations:
Click here to enter text

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.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See Quote from Vendor

EVALUATION

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

The EPD Program in the Caroline County Dispatch Center will result in an augmentation in critical emergency services provided to the community. The use of computerized EPD will be tracked in the CAD notes attached to a call that requires the services of Law Enforcement personnel, and such notations will be used to help evaluate the protocols. Following training of E-911 staff, dispatchers will be tested in their competence with the software to ensure that a minimum standard of proficiency has been met. The EPD equipment will be purchased and installed by qualified technicians, and immediately following installation, the systems will be tested for proper functioning and quality control. The equipment will be catalogued and included in the maintenance schedule used to track all department inventories. The Major has been designated as the Project Director for the purchase and Sergeant in Charge of Dispatch shall insure that the installation of any new equipment funded by this grant, and this be successfully accomplished in a timely manner.

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”

Priority Dispatch Corp.
139 E. South Temple, 5th Floor
Salt Lake City, Utah 84111
United States of America
800-363-9127 ext. 114

Name	**Caroline County** **Attn: Lisa Harvy**	Date	**12/20/10**
	lharvey@co.caroline.va.us	By	**Dixon Brown**
	CAD	Title	**Regional Account Manager**
Phone		Dept.	**Sales**
Fax			

	Qty	Description	Unit Price	TOTAL
		ProQA Software Stations CAD NAE	3,300.00	-
		Med Software Stations CAD 2nd Language	900.00	-
Dispatch		Fire Software Stations CAD NAE	3,100.00	-
Software		Fire Software Stations CAD 2nd Language	900.00	-
	6	**Police Software Stations CAD NAE**	**4,900.00**	**29,400.00**
		Police Software Stations CAD 2nd Language	900.00	-
	1	**Faircom Server Software Application**	**820.00**	**820.00**
	1	**AQUA Quality Improvement/Case Review Software**	**1,900.00**	**1,900.00**
		EMD Module	800.00	-
AQUA		EFD Module	600.00	-
	1	**EPD Module**	**1,000.00**	**1,000.00**
				-
		MPDS Manual Dispatch Card Sets NAE	395.00	-
		MPDS Manual Dispatch Card Sets 2nd Language	595.00	-
		MPDS Quality Assurance Guides	45.00	-
		MPDS Field Responder Guides	10.00	-
Cards		EFD Manual Dispatch Card Sets NAE	395.00	-
		EFD Manual Dispatch Card Sets 2nd Language	595.00	-
		EFD Quality Assurance Guides	45.00	-
		EFD Field Responder Guides	10.00	-
	6	**EPD Manual Dispatch Card Sets NAE**	**495.00**	**2,970.00**
		EPD Manual Dispatch Card Sets 2nd Language	595.00	-
	2	**EPD Quality Assurance Guides**	**45.00**	**90.00**
	60	**EPD Field Responder Guides**	**10.00**	**600.00**
		SEND Cards (Medical Miranda)	0.50	-
	15	**EPD Protocol Training and Certification (3 days)**	**295.00**	**4,425.00**
	3	**EPD-Q Quality Assurance Training and Certification (2 days)**	**500.00**	**1,500.00**
	2	**ProQA Software Training (+1500.00 per trip)**	**1,500.00**	**4,500.00**
Training	**1**	**AQUA Software Training (+1500.00 per trip)**	**1,500.00**	**3,000.00**
	8	**Development/Install days (+1500.00 per trip)**	**1,500.00**	**13,500.00**
				-
				-
				-
				-
		Year 1 Annual AQUA Maintenance (ESP@15%)**		**435.00**
		Year 1 Annual ProQA Maintenance (ESP@15%)**		**4,410.00**
		Year 1 Annual Card Set Maintenance (ESP@10%)**		**297.00**
Support				
				-
				-
		* Assumes training site with 2/1 PC training stations		-
		** ESP (Extended Service Plan) adds additional technical telephone support, free updates to current version, and additional discounts on new versions (editions).		
		All Amounts are in U.S. Dollars		

		Year 1 Total	**$ 68,847.00**
Signature			
Expires	180 Days Delivery Upon Request	Shipping 0.00%	**$ 40.00**
		Local Tax 0.00%	
		Total	**$ 68,887.00**

<u>Summary of Proposed Services</u>:

Introduction

The following proposed list of implementation training activities is designed to provide a phased approach to Priority Dispatch Systems (PDS) training and successful NAED accreditation, as well as ensuring managers and NAED-certified dispatchers receive adequate support during system implementation. In order to insure that the quality improvement unit (QIU) has sufficient credibility to secure Emergency Dispatch responsiveness to recommended performance or behavior changes, our proposed implementation activity includes educational and consulting support for all quality management (QM) and organizational management activities.

The phased implementation approach was developed to maximize the probability that the Center would be eligible for National Academy of Emergency Dispatch (NAED) Accreditation. To achieve this goal, the Center will be required to meet Accreditation operational and performance requirements within a time frame to be determined.

Accredited Centers share a common goal of improving public care and maximizing the efficiency of 911 systems. The National Academies of Emergency Dispatch (NAED), through its College of Fellows, has established a high standard of excellence for emergency dispatch, providing the tools to achieve this high standard at both the dispatcher level through individual Certifications, and at the communication center level through the Accredited Center of Excellence Program (ACE). Your communications center can join a growing number of Accredited Centers of Excellence across the U.S. and in other countries that provide superior, up-to-date public care and efficient resource utilization to achieve maximum results in emergency situations. All Emergency Communication Centers are encouraged to achieve ACE regardless of size.

The Statement of Work that follows describes each phase of the PDS implementation as it pertains to content and deployment schedules. Any proposed dates are tentative.

Phase I – Implementation Coordination

Prior to the organization set-up visit, PDC will directly assist the dispatch agency in establishing the membership of the Steering Committee and the Dispatch Review Committee (DRC). A Project Manager should be identified to work with PDC in establishing the phases of implementation, training dates and site visits. The Project Manager should have the responsibility of acting

as a liaison between the Steering and DRC committees for the duration of the project. Selection of Quality Assurance/Improvement Unit personnel should also take place at this stage.

Phase 2 – Organization Set-up and Quality Improvement Unit (QIU) Activities

- **Leadership/Implementation Course**
  PDC staff will conduct a Leadership/Implementation Course for the Communication Center senior managers. This course is designed to be an orientation to the EMD, EFD and EPD processes as they relate to national standards, management oversight responsibility, quality management processes, and the implementation processes.

- **Combined Steering and Dispatch Review Committee (DRC) meeting**
  PDC staff will provide guidance and support in the creation and first meeting of the Steering and DRC committees. PDC will provide generic policies and procedures for review and revision to aid in administration of the Steering Committee, DRC and QIU, as well as the appropriate use of the Priority Dispatch System (PDS). During this meeting, the PDC staff will also review the strategic goals and objectives of your organization in order to assist you in meeting your targets as they pertain to the Communications Center and the organization.

Phase 3 – Organization Support

- **Steering and MDRC Meeting**
  PDC staff will assist in the development of the implementation process by supporting the managers of the agency.

- **Project Manager Training**
  PDC personnel will listen to the needs of and advise on the project management of the implementation. Formal project management support is available throughout the implementation process.

Emergency Medical, Fire and Police Dispatch Training/Certification Courses
(EMD/ EFD/EPD) and Corresponding Protocol Flip Cards
PDC will provide applicable, up to the date, NAED approved, Protocol Flip Cards to the Communication Center for use at each call handling/dispatch station. PDC will liaise with the communication centers to ensure a satisfactory timetable of applicable training, at a suitable venue. Each

certification course consists of 24 hours of class room instruction. Upon completion of the course with passing score of 80% or higher the dispatchers will receive a 2 year national certification through the National Academy of Emergency Dispatch (NAED). 48 hours of Continuing Dispatch Education (CDE) hours are needed for re-certification by the end of each 2 year period.

Phase 4 – System Implementation

- **Emergency Medical, Fire and Police Dispatch Quality Assurance Training/Certification Courses (EMD-Q, EFD-Q EPD-Q)**
  PDC staff will provide ED-Q courses to the designated Quality Improvement Unit (QIU) personnel. The course will facilitate the QIU understanding of quality rationale, measurement methods, and applications. Each certification course consists of 16 hours of class room instruction. Upon completion of the course with a passing score of at least 80% the ED-Q will receive a 2 year national certification through the NAED. 48 hours of Continuing Dispatch Education (CDE) hours are needed for re-certification by the end of each 2 year period.

- **ProQA Medical and Fire Dispatch Software and Training**
  PDC will provide applicable, up to the date, NAED approved ProQA Software to the Communication Centers for the use at each call handling/dispatch station. PDC Software Specialist will set-up, install and train all dispatch personnel on the use of ProQA Medical and Fire software as applicable.

- **Advanced Quality Assurance (AQUA™) Software and Training**
  PDC will provide applicable, up to the date, NAED approved AQUA Software to the Communication Centers for the use of the QIU staff (number of applications to be determined) A PDC Software Specialist will set-up, install and train Quality Improvement Unit (QIU) staff on the use and maintenance of AQUA software.

- **Initiate use of the Priority Dispatch System (PDS)**
  PDC staff will provide on-site Consulting/Support to communication staff during implementation of PDS. Duration of on-site Consulting/Support to be determined on an individual case basis.

Phase 5 – Quality Assurance Phase (30 days post on-line)

- **Ongoing DRC Support**
  PDC staff will provide ongoing support for DRC activities through direct attendance of separate or joint DRC and Steering Committee meetings.

- **Developmental/Support of Continuing Dispatch Education (CDE) Program**
  PDC staff will review quality assurance data to assist communications staff in identifying performance problems to aid in the development of CDE topics. PDC will provide examples and curriculum outlines for the review and revision the Steering and DRC committees.

- **Field Orientation and Distribution of Field Responder Guides (in appropriate markets)**
  PDC staff will provide a brief (ten to twenty minutes) tutorial on the principles of the PDS and its impact on operations to field staff. In addition, field staff and administration will be provided with a description of supporting documentation and adjuncts (Field Responder Guide) that clarify the use of the protocol from a field and management perspective.

- **SEND Orientation (in appropriate markets)**
  PDC will provide an orientation to the SEND card which will be issued to police and fire personnel (in appropriate markets) and to their dispatch staff. The cards are used by non-EMS personnel to provide a minimum amount of information to ensure an appropriate EMS response. Police and Fire personnel will be provided with a brief tutorial CD

- **Public Education**
  PDC staff will assist in the development of a public education program to ensure that the implementation of the program is perceived as an enhancement to the system rather than an effort to ration or deny service. PDC staff will be available for media activities.

- **Ongoing Master Case Review of the QIU Case Reviewers and Recommendations for Performance Improvement**
  PDC staff will provide regular reviews of QIU case reviewer performance to ensure compliance scoring and reporting is consistent with NAED Accreditation requirements.

Phase 6 – Quality Improvement Phase (90 days post on-line)

- **Response Configuration Modification Support**
  PDC staff will be available to assist the system directors in making changes to response configurations after compliance to protocol has reached appropriate

levels.

- **System Impact Evaluation**
  Once changes to response configurations and modes have been implemented for two months, PDC staff, working with management and communication center staff, will provide an interim assessment regarding the impact of these changes on system performance. Further adjustments will be made as deemed necessary by the Steering Committee.

- **Supplemental Visits**
  In the event 90% compliance has not been reached at the 90-day post on-line date, PDC will be available to conduct a visit to troubleshoot and develop an appropriate action plan. Within an agreed upon amount of time following this visit, a supplemental visit will occur to verify that the 90% compliance has been met and the organization is on target for accreditation.

Phase 7 – Accreditation

- **Master Review of Case Review Processes Prior to Accreditation**
  PDC staff will provide ongoing "master case review" of QIU reviewed cases prior to accreditation. Communication Center QIU staff will be responsible for randomly selecting and submitting compliance data on three percent of the calls received and processed by the communications center QIU staff.

- **Accreditation Submission Support**
  PDC will provide assistance to Communication Center staff in the preparation and submission of their Accreditation application and attending documentation.

Quote Attached