



FY12 PSAP GRANT APPLICATION

PROJECT TITLE

Replacement Responder Communication System

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: City of Roanoke E-911
 CONTACT TITLE: E-911 Manager
 CONTACT FIRST NAME: Michael
 CONTACT LAST NAME: Crockett
 ADDRESS 1: 215 Church Ave SW
 ADDRESS 2: Suite 162
 CITY: Roanoke
 ZIP CODE: 24011
 CONTACT EMAIL: Michael.Crockett@RoanokeVA.gov
 CONTACT PHONE NUMBER: 540-853-2945
 CONTACT MOBILE NUMBER: 540-853-1356
 CONTACT FAX NUMBER: 540-915-5414
 REGIONAL COORDINATOR: Donna Brown

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

City of Roanoke E-911	

GRANT TYPE

- Individual PSAP
- Consolidation
- Regional Initiative
- Secondary Consolidation



GRANT PROGRAM TYPE

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

TIER

- Out of Service Non-Vendor Supported
 Technically Outdated Strengthen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: \$ 15,000.00

Total Project Cost: \$ 15,000.00

STATEMENT OF NEED

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 PSAP uses an automated computer based communication system to notify field responders of incidents. This system is integrated with our CAD system so notifications are automatically generated based on incident type, location or units dispatched. This application is no longer supported by the vendor. The current system does not have sufficient user accounts for our current needs and additional users cannot be added since the vendor does not support the application. Without this application notifications have to be made manually by the dispatchers which can include making multiple phone calls on each incident which detracts from their primary role of answering calls for service from citizens and slows unit response.



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

The existing system was installed in 2007 and the city has funded a yearly support contract to maintain the system since that time. The city will continue to budget and fund a support and maintenance contract for the replacement system. The first year maintenance and support is included in the initial purchase and therefore would be funded by this grant.

[Click here to enter text](#)

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.

The replacement system is an off-the-shelf solution that will be installed on-site by the vendor using existing hardware and interfaces. All settings including notification rules and users will be imported from the current system. The replacement system will then be tested to ensure all current interfaces and notifications function as desired. The overall objective is to replace the current system with a newer vendor supported system with support for more users. The current system only supports 100 users and that number is already exceeded. The new system will support 500 users.

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
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	06 / 15 / 2011
<input type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	XX / XX / XX
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	07 / 30 / 2011
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	08 / 15 / 2011
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	08 / 16 / 2011



Identify the longevity or sustainability of the project.

The current system is no longer supported because the vendor decided to abandon the public safety market for the larger health services market. The replacement system is from a company whose sole business market is public safety dispatch centers so they are more likely to continue to support this product. The system should continue to function for 5-7 years with the only likely expense of hardware replacement. The hardware is an off-the-shelf desktop PC so this replacement can be easily funded by the city. The replacement system is compatible with commercial messaging protocols including cellular text messaging, email and traditional dedicated public safety and commercial paging systems

Describe how this project supports the Virginia Statewide E-911 Strategic Comprehensive Plan.

The replacement notification system supports the statewide strategic plan by enabling fluid transfer of data between the 911 center and other public safety entities. It supports Goal 2-2B by providing information seamless and reliable information flow compatible with emerging technologies.

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:

N/A



Intended collaborative efforts:

The system is used collaboratively between the PSAP, Fire-EMS and Police Departments and is also used to support the regional airport authority and local community college and for interoperability with the county Fire Rescue department

[Click here to enter text](#)

Resource sharing:

N/A

How does the initiative impacts the operational or strategic plans of the participating agencies:

The current communication system is an integral part of the notification phases of several operational plans including the PSAP's Emergency Operations Plan, the city's All-Hazard Plan and regional airport emergency plan. The replacement system will maintain this functionality and enhance it by allowing the addition of more users.

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:

Attach vendor quote

EVALUATION



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

The project will be evaluated by testing all existing interfaces and representative user devices by sending test notifications. The system should provide the same notifications as the current system with the same approximately notification time.

Alertify Wireless Solutions LLC

1500 Gateway Blvd., Suite 220
Boynton Beach, FL 33426
Phone: 888-525-3785 | info@alertifyNOW.com
& Fax 888-525-3785 | www.alertifyNOW.com



Quote To:
City of Roanoke, VA E-911 Control Center 215 Church Avenue SW Roanoke, VA 24011
Attn: John Powers

Quotation # : 10242
Date : 12/17/10
Terms : Net 30

QTY	ITEM	DESCRIPTION	PRICE	TOTAL
1	MS-CMTC-CUS	Messenger application - Custom Package Includes: (10) User Licenses (10) PC Client Connections (500) Recipient Licenses Administrative client Messenger web interface Motorola Printrak CAD interface > RS-232 input > TCP/IP input WCTP, SNPP, SMTP, TAP output SNPP Authentication SMS output (option w/SMS module) * Maintenance and Support (1-year) Installation / Integration / Training > 2 days total > Emergin DB conversion Travel Expenses	13,750.00	13,750.00
1	FS-CMTC-CM	SMS Messaging Module *	1,000.00	1,000.00
		Customer Responsibility (for SMS messaging): Customer is responsible for the provisioning of a cellular SIM card from either AT&T or T-Mobile, or any other cellular provider that supports SIM card technology via GSM, along with an accompanying cellular phone number. Customer also needs to add a text messaging plan to this account for unlimited monthly SMS messaging.		

Please contact Andrew Ship with any questions @ 561-289-7601. Thank you.
Prices valid until 03/31/11.

TOTAL \$14,750.00