

FY12

# PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division  
FY12



## 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](mailto: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

Click here to enter text

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Hanover County Emergency Communications

CONTACT TITLE: Support Division Manager

CONTACT FIRST NAME: Rodney

CONTACT LAST NAME: Gentry

ADDRESS 1: 7501 Library Drive

ADDRESS 2: Click here to enter text

CITY: Hanover

ZIP CODE: 23069

CONTACT EMAIL: rlgentry@co.hanover.va.us

CONTACT PHONE NUMBER: 8043656162

CONTACT MOBILE NUMBER: 8046272607

CONTACT FAX NUMBER: 8043656300

REGIONAL COORDINATOR: Sam Keys

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES


### 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- Technically Outdated       Strengthen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** CPE

If "Other" selected, please specify: [Click here to enter text](#)

**FINANCIAL DATA**

Amount Requested: \$ 143,496.00  
Total Project Cost: \$ 143,496.00

**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:

Hanover County would like to use a grant award from the Virginia E-911 Continuity and Enhancement Program to start a project with INTRADO and Verizon. The intent is to leverage the CPE (Customer Premise Equipment) purchased and installed by Hanover County (with assistance from the Wireless Board Grant from FY10), to position Hanover County in becoming NG-911 (Next Generation 911) capable. In 2009 Hanover County purchased the Positron VIPER 911 system, which is IP (Internet Protocol) capable, and NG-911 capable. Now, Hanover is seeking funding for the project to go the next step – putting Hanover County on the INTRADO network.

This is truly the direction for which NG-911 is heading, and this project is aimed at positioning Hanover County to be in a true IP network that is ‘state of the art’, coupled with Verizon’s experience for 911 Communication Center interoperability across boundaries.

Partnering with both companies will allow Hanover County to begin taking Text Messaging, Photo Messaging, Video Messaging, and other MMS/SMS formats. These functionalities are out there today, and the expectation of our customers/citizens is to have access to Emergency Services from any device, at any time! This project also includes ALI Database management and Routing for all types of 911 calls (Wireline, Wireless and VoIP).

Hanover hopes to also be in position to assist our Hard of Hearing community, by addressing ability to receive Text Messages – which has been identified by NENA (National Emergency Number Association), APCO (Association of Public Safety Communications Officials), and DOJ (Department of Justice) as the primary means of communications for the hard of hearing/deaf community.



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

Hanover County plans to begin picking up the costs for this project in year 3. The monies saved from year 1, and 2 combined will pay for itself for Year 2 of this project. In year 3, the county will begin picking up the costs for all associated services.

**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.

N/A



## 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 Goal of this project is to allow Hanover County to begin taking Text Messaging, Picture Messaging, Video Messaging, and VoIP calls for 911 service. Hanover's requirements are to have an IP and application based framework for delivering secure, reliable and efficient service. Second, connectivity to both legacy and new non-traditional emergency networks (i.e. VoIP).

The methodology is simple, to find a statewide or nationwide network that offers redundancy, ALI Database management, Routing of all types of 911 calls, disaster routing. Our implementation strategy began in 2009 with the purchase of the VIPER 911 CPE. This equipment is already "NG911" capable – we just have to provide it the infrastructure to be NG911. INTRADO along with Verizon is able to provide such 'state of the art' network, which has/and continues to be a proven network for 911.

If funding is approved – the project will begin in July 2011. First, Hanover will meet with Verizon/INTRADO to make necessary configurations in the CPE. Assuring that there is time to install any additional circuits, and testing should be considered. The next step will be to work with Verizon/INTRADO in assuring that all ALI DB (Database) information and 911 Routing is operational. Finally, Hanover will assure that it still has access to legacy networks and infrastructure allowing for interoperability with our contingent localities using legacy networks. Hanover expects to have all necessary testing and implementation aspects completed 90 days after awarding of grant. Hanover's overall goal is to have the service turned up by November 2011.



### 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"/> <b>INITIATION</b> (Project approved by appropriate stakeholders)	<b>Already identified need</b>
<input checked="" type="checkbox"/> <b>DESIGN/PLANNING</b> (Project, system, or solution requirements are developed)	<b>7/1/11</b>
<input checked="" type="checkbox"/> <b>ACQUISITION</b> (Selected system or solution is procured)	<b>In place already</b>
<input checked="" type="checkbox"/> <b>IMPLEMENTATION</b> (Selected system or solution is configured and installed)	<b>7/1/11</b>
<input checked="" type="checkbox"/> <b>TESTING/COMPLETION</b> (Selected system or solution is tested and put in production)	<b>11/15/11</b>

Identify the longevity or sustainability of the project.

This solution will be in place for the long term. Its sustainability will change over time, as more needs are identified and future technologies are considered and utilized. However, this project once approved will be ahead of where the commercial carriers are in their ability to provide these services right now. Thus, Hanover will be in position to work with them, and begin taking these calls without any further equipment or service upgrades.



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

This project addresses the core beliefs of the VA. Statewide E911 Strategic Plan. As outlined in 2.1 (Vision and Future – pg.7); this project will allow citizens in Hanover to have their calls received, processed, and dispatched from any geographical location, any communication device, and in any language. This project identifies and addresses the need for a ‘statewide IP network’ (pg. 7), and allows for the secure and fluid data transfer between 911 centers.

Additionally, and more specifically - Goal B of Section 2.2 – Strategic Goals (pg. 8) – meeting the citizens expectations for having access to 911 with emerging technologies.

**REGIONAL INITIATIVE (if applicable)**

The relationship of the initiative to the participating PSAPs:

N/A

Intended collaborative efforts:

N/A



Resource sharing:

N/A

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

N/A

**CONSOLIDATION (Primary or Secondary) - (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

## 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:

In a budgetary quote from Verizon/INTRADO – the cost for this service is \$143,496.00 for FY12. This includes (as mentioned) ALI Database Management, Access to the INTRADO Network for routing traditional and non-traditional network 911 calls. Budgetary quote provided by Tom Griffith – Verizon 911 Accounts Manager, can be provided if necessary. The CPE (Positron VIPER) equipment for taking full advantage of IP capabilities has already been purchased, installed, and is being utilized in the PSAP today. However, the Network components will be added with this new project in order to have a complete end-to-end IP 911 solution.

## EVALUATION



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

The deployment of ALI management and selective routing services from this solution will be closely monitored throughout the longevity of this project – and lifecycle of solution/equipment. Hanover County will rely on Verizon/INTRADO’s ‘public safety class’ support during implementation and well as project longevity.

The evaluation process will conclude with extensive testing and verification processes. Additionally, any ‘risk management’ issues will be identified and plans will be put in place as needed.



## 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"