



TEXT-TO-9-1-1 GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



TEXT-TO-9-1-1 GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The Virginia General Assembly adopted legislation that requires each Public Safety Answering Point (PSAP), by July 1, 2020, to be able to receive and process calls for emergency assistance sent via text message. The PSAP Grant Program provides funding to localities to implement Text-to-9-1-1. A [grant application](#) is available from the ISP website. Completed grant applications should be sent to the psapgrants@vita.virginia.gov electronic mailbox, along with any supporting documentation. Upon submission, an email receipt notification will be sent to the e-mail address listed on the application received. A Grant ID will be included in the grant award letter.

All funding requests **must** be submitted using the Text-to-9-1-1 grant application. The funding cycle for the Text-to-9-1-1 Program begins on July 1, 2019 and will remain open throughout the NG9-1-1 deployment period. Applications will be reviewed based on the NG9-1-1 submission deadlines provided on the [NG9-1-1 Deployment Webpage](#). Technical assistance is available from VITA's Public Safety Communications and Regional Outreach staff throughout the funding cycle.

ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



TEXT-TO-9-1-1 GRANT APPLICATION

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Newport News

CONTACT TITLE : 911 Administrator

CONTACT FIRST NAME: Fran

CONTACT LAST NAME: Mangum

ADDRESS 1: 2400 Washington Ave

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

CITY: Newport News

ZIP CODE: 23607

CONTACT EMAIL: mangumfp@nnva.gov

CONTACT PHONE NUMBER: 7579263882

CONTACT MOBILE NUMBER: 7578124006

CONTACT FAX NUMBER: 7572452977

REGIONAL COORDINATOR: Lyle Hornbaker

GRANT TYPE IS INDIVIDUAL PSAP

FINANCIAL DATA (MAXIMUM AWARD \$50,000)

Amount Requested: \$ 50,000.00

Total Project Cost: \$ 50,000.00



PROJECT DESCRIPTION

Provide a detailed description of the project for which funding is being sought, including the impact on operational services and consequences of not receiving funding; the relationship to local strategic and capital improvement plans; and sustainability:

As more and more 911 Centers' across the Nation are beginning to implement Text-to-911, the public expectation is that this service is available Nationwide. Due to the increase initiatives to allow cell phone users the ability to send and receive message to 911 Center's, the Newport News Communication Center feels it's necessary to adapt operations by implementing Integrated Text- to- 911. Additionally, the deaf and hearing impaired community are mobile and many have wireless devices with which they routinely text. Incidents in which callers may not be able to speak but can text 9-1-1 such as domestic violence, active shooter, and school violence could summons help. In order to facilitate Text-to-911, our Center's existing Call Handling Equipment is undergoing an upgrade to VESTA 7.2. The upgrade will allow for integration of key Text-to-911 and NG911 services being made available. This grant will address a need identified in the state NG911 plan by allowing for an increased level of service to our community by providing the additional method of contacting the 911 services. The funding is critical to the success of the project as local funds have been severely stretched just to accomplish the needed CHE upgrade. This grant application is intended to cover the current cost of implementation of Text-to-9-1-1.



PROJECT GOAL

Describe how this project meets the legislative mandate, addresses locally identified need(s), and supports the Virginia 9-1-1 Comprehensive Plan:

This project supports the Virginia Statewide Comprehensive Plan.

City of Newport News Communication Center is striving to meet the following goals:

GOAL 1: FORMALIZE BASELINE LEVELS OF SERVICE AND CAPABILITIES THAT MEET PUBLIC EXPECTATIONS: Emerging technology such as the NG9-1-1, Text-to-911, and CAD-to-CAD are opening floodgates for new sources of information to flow into PSAPs. Due to electronic devices the public has a wealth of information at their fingertips, and the public expects that when they initiate a call for help that PSAPs also have a wealth of information to assist them in whatever manner possible. Provide clear, accurate and timely news and information to the public, partner agencies and organizations, elected officials and the media about the new text-to-9-1-1 capability of the Newport News 9-1-1 Center, thereby making text-to-9-1-1 a viable option for city residents, businesses and visitors to contact 9-1-1.

GOAL 3: ALLOCATE FUNDING FOR FUTURE STATE AND REGIONAL PSAP INITIATIVES TO MAINTAIN AND IMPROVE SERVICE: This project will benefit not only our individual PSAP, but maximize efficiencies and set the stage for future projects for NG9-1-1. Capabilities to transfer Text-to-911 calls to the appropriate 911 Center will allow for greater interoperability in the region.

GOAL 4: POSITION 911 CENTERS TO MEET CONTINUOUSLY THE PUBLIC'S EXPECTATIONS: which is to provide a level of emergency response service to the public, which is further described as providing consistent emergency response services to anyone residing in or passing through the Commonwealth. Due to the emerging access of Text-to-911, it is plausible to theorize that the general public will expect this service of all PSAPs in the region once it is publicized that this service is available in part of the region.



PROJECT OBJECTIVES

Describe the objectives that will support the goals identified above:

Provide continuous Text-to-9-1-1 service to City of Newport News citizens and those passing through the Commonwealth.

- To do so, the Center will undergo an upgrade to our CHE and have the Text-to-9-1-1 service intergrated into our Center. It will require a complete implementation of the service and ongoing annual maintenance.

Identify, specify, and adopt a standard or set of standards for a baseline level of 9-1-1 service and capabilities

Identify operational resources and provide proper training of personnel to meet the additional call/text volume expected



Educate and provide training to inform the public ensuring they understand what texting to 9-1-1 is – and what it is not – and how to use the function during a personal emergency.

An increased level of awareness of text-to-9-1-1 by the residents of Newport News.

An increased level of awareness and appreciation for the role and functions of the Department of Public Safety Communications by City of Newport News residents and leadership.



IMPLEMENTATION PLAN

For each applicable phase of the project, indicate the planned completion date.

PROJECT PHASE	PLANNED COMPLETION DATE
<p>INITIATION – Project concept is documented, local board or governing authority approval or endorsement is received, Text-to-9-1-1 grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.</p>	<p>11 / 25 / 19</p>
<p>DESIGN/PLANNING - Requirements are documented, components to be purchased are identified, and general design is documented.</p>	<p>12 / 01 / 19</p>
<p>ACQUISITION - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained. STATE CONTRACT</p>	<p>12/ 15 / 19</p>
<p>IMPLEMENTATION - Purchased components are delivered and installed and training is performed</p>	<p>12 / 30 / 19</p>
<p>TESTING/COMPLETION - Performance of system/solution is validated and system/solution goes “live”</p>	<p>01 / 30 / 20</p>



BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. 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.

NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment, but a narrative is still required. 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.

Pending a proposal from vendor currently do not have this document.

EVALUATION

How will the project as identified in the project description be evaluated and measured for achievement and success:

The primary evaluation will be achieved during the acceptance testing by the Operations Manager, 911 Administrator and the project manager. It is our intent to establish milestones and goals to evaluate the progress achieved and overall success of the project. The measure of the success of the project will be when the Newport News 911 Center is able to go live with the Text-to-911 “call taking” by properly processing emergency and non emergency calls for service and the ability to accept and process Text-to-911.