



FY20

**PSAP GRANT PROGRAM
PSAP EDUCATION PROGRAM
APPLICATION**



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY20 PSAP GRANT PROGRAM PSAP EDUCATION PROGRAM (PEP) APPLICATION

HOW TO APPLY/DEADLINE

The PEP grant application is available and accessible from VITA's ISP website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the electronic mailbox for grant applications - psapgrants@vita.virginia.gov. Any supporting documentation must also be submitted along with the application when making your grant application submission.

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests **must** be submitted using the PEP grant application. Technical assistance is available from VITA's Public Safety Communications and Regional Outreach staff throughout the grant process. The FY20 PSAP Grant Application Cycle starts July 1, 2018 and concludes on October 1, 2018 at 5:00 pm.

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



FY20 PEP GRANT APPLICATION

GRANT APPLICANT PROFILE/PROJECT CONTACT

INDIVIDUAL PEP GRANT

MULTI-JURISDICTIONAL PEP GRANT

PSAP/HOST PSAP NAME: City of Hampton

CONTACT TITLE: Lieutenant

CONTACT FIRST NAME: Michael

CONTACT LAST NAME: Wisniewski

ADDRESS 1: 22 Lincoln Street

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

CITY: Hampton

ZIP CODE: 23669

CONTACT EMAIL: mwisniewski@hampton.gov

CONTACT PHONE NUMBER: 757-727-6313

CONTACT MOBILE NUMBER: 727-759-3608

CONTACT FAX NUMBER: [Click here to enter text](#)

REGIONAL COORDINATOR: Lyle Hornbaker

FINANCIAL DATA

AMOUNT REQUESTED: \$ 3,000.00

(NOTE: The amount requested should be a reasonable estimate of total training expenses including hotel registration, conference registration, online training registration, certification, and/or per diem (if applicable) for all anticipated participating personnel.)

HOST PSAP AND PARTICIPATING PSAPS (if a multi-jurisdictional PEP application)

_____	_____
_____	_____
_____	_____
_____	_____



STATE PROFESSIONAL ORGANIZATION CONFERENCES

If the primary purpose of this PEP application is to send PSAP and or GIS personnel to one or more of the annual state professional organization conferences (such as those sponsored by Virginia APCO, Virginia NENA, or Virginia GIS), please complete the following:

Virginia GIS Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: [Click here to enter text](#)

NUMBER OF DAYS ATTENDING: [Click here to enter text](#)

Virginia APCO Fall Conference/Winter Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: [Click here to enter text](#)

NUMBER OF DAYS ATTENDING: [Click here to enter text](#)

Virginia NENA Spring Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: [Click here to enter text](#)

NUMBER OF DAYS ATTENDING: [Click here to enter text](#)

By checking this box, the applicant acknowledges that the education/training is specific to 9-1-1 and/or GIS and it will benefit the employees and/or PSAP by using the funds to take advantage of opportunities to foster and enhance consistent knowledge and awareness of current and advancing 9-1-1 and GIS public safety communications standards, issues, procedures, practices, technologies and other relevant matters.



OTHER EDUCATIONAL/TRAINING OPPORTUNITIES

If this application includes educational/training opportunities other than the annual state professional organization conferences, or is a multi-jurisdictional PEP application, please complete the following. (NOTE: Additional pages may be submitted for multiple training opportunities other than the annual state professional organization conferences.)

EDUCATION/TRAINING TITLE/EVENT: Various online coursework through the APCO Institute's Training & Certification Division is requested in order to allow a higher number of dispatchers the opportunity to receive advanced training/continuing education in areas relating to the critical nature of their positions. These classes will be prioritized based upon those topic areas most crucial to E911 operations and in order to close strategic gaps in these areas. Examples include "Surviving Stress", "Customer Service in Today's Public Safety Communications", and "Crisis Negotiations for Telecommunicators".

DATES: Online; various dates

LOCATION: Online / Remote

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 12

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: \$3,000.00

PER DIEM REQUESTED (allowable meals only): n/a – online

COMPREHENSIVE PROJECT DESCRIPTION

Describe how the education/training is 9-1-1 and/or GIS specific and how it will benefit the employees and/or PSAP.

Day in and day out, Public Safety Emergency Dispatchers are faced with a variety of critical and stressful situations, most seriously those relating to life-or-death. Unfortunately, E911 personnel and their training can, at times, take a backseat to sworn public safety officers. This advanced and continuing coursework provided by the Association of Public Safety Communications Officials (APCO) will allow the City of Hampton E911 dispatchers the opportunity to attend various online classes related to critical incidents and stress specific to the nature of their positions while also providing a budget friendly alternative to in-person classes of similar nature. Below are brief overviews of the prioritized classes to be funded through this grant opportunity:

**SURVIVING STRESS:**

Stress is one of the most common words used in society today and something that each one of us will experience at some point in our life. Stress affects people of all ages, professions and life situations. However, Emergency Communications as a profession is inherently stressful with the various demands placed upon them by nature of the profession. Understanding these causes of stress in the profession will allow the Public Safety Telecommunicator to recognize and mitigate some of the stressful situations that they may encounter. This course addresses how to detect stress within yourself and co-workers and provides measures to reduce the impact.

Topics include:

- What is Stress
- Signs and Symptoms of Stress
- Causes of Stress
- Stress Intervention
- Critical Incidents
- Cumulative Stress and Post Traumatic Stress Disorder
- Tools for Stress Management

CRISIS NEGOTIATIONS:

Crisis situations differ from the daily emergencies that today's public safety telecommunicators handle. Hostage situations, barricaded subject incidents and suicidal callers, among others, require an advanced level of training for the telecommunicator to handle them successfully. This course will build on the knowledge, skills and abilities inherent in basic telecommunicator training programs to educate the public safety communications professional on the most effective way to receive and process calls involving crisis situations and to ensure they fulfill their role as a vital component of the overall public safety response.

Topics include:

- Overview of a Crisis Situation
- Hostage Situations
- Suicidal Subject Situations
- Suicide by Cop
- Crisis Negotiation Tools for the Telecommunicator
- Skills and Characteristics of a Successful Telecommunicator Negotiator...
- Crisis Related Stress Management

CUSTOMER SERVICE IN TODAY'S PUBLIC SAFETY COMMUNICATIONS:

Providing satisfactory customer service in the high energy, often high stress field of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent.



This course addresses all aspects of customer service and how it impacts our industry. Although intangible, it is a critical component that must be understood and applied in excellence to every situation.

Topics include:

- Defining Customer Service
- Customer Attitudes and Expectations
- Customer Service in Public Safety
- Impact of Customer Service on Public Safety
- Communications Center Customer Service in Action
- Customer Service and Quality Control
- Investigating Complaints
- Improving Customer Service in the Comm Center

EVALUATION

Describe the evaluation process to determine if participation in this 9-1-1/GIS education/training benefited the employees and/or PSAP.

The following measures will be evaluated to ensure training is beneficial:

- # of employees that attend
- Service levels – The City of Hampton E911 Center strives to answer 90% of inbound calls within 10 seconds. This information will be monitored to ensure the performance level of employees is up to standard.
- Sick leave / Call-Out – The City of Hampton E911 Center has recognized that employees often call out more and utilize sick leave due to situations such as stress levels, mental health, feeling overworked or underappreciated in their role, and/or to decompress. The specific classes prioritized above aim to provide mechanisms for handling the stressful nature of emergency operations, which will in turn hopefully reduce sick leave commonly leveraged for situations other than physical illness.