

INTRODUCED: June 27, 2016

AN ORDINANCE No. 2016-195

To authorize the Chief Administrative Officer to accept funds in the amount of \$86,345.00 from the County of Henrico and to appropriate the increase to the Fiscal Year 2016-2017 Special Fund Budget by increasing estimated revenues and the amount appropriated to the Department of Emergency Communications by \$86,345.00 for the purpose of funding the Text-to-911 Project, a shared services initiative to enhance the ability of citizens to contact the Department of Emergency Communications through text messaging.

Patron – Mayor Jones

Approved as to form and legality
by the City Attorney

PUBLIC HEARING: JULY 25 2016 AT 6 P.M.

THE CITY OF RICHMOND HEREBY ORDAINS:

§ 1. That the Chief Administrative Officer, for and on behalf of the City of Richmond, is authorized to accept funds in the amount of \$86,345.00 from the County of Henrico as fiscal agent of a Virginia Information Technologies Agency PSAP grant awarded for the purpose of funding the Text-to-911 Project, a shared services initiative to enhance the ability of citizens to contact the Department of Emergency Communications through text messaging.

AYES: 9 NOES: 0 ABSTAIN: _____

ADOPTED: JULY 25 2016 REJECTED: _____ STRICKEN: _____

§ 2. That the funds received are hereby appropriated to the Special Fund Budget for the fiscal year commencing July 1, 2016, and ending June 30, 2017, by increasing estimated revenues by \$86,345.00, increasing the amount appropriated for expenditures by \$86,345.00 and allotting to the Department of Emergency Communications the sum of \$86,345.00 for the purpose of funding the Text-to-911 Project, a shared services initiative to enhance the ability of citizens to contact the Department of Emergency Communications through text messaging.

§ 3. This ordinance shall be in force and effect upon adoption.



CITY OF RICHMOND
INTRACITY CORRESPONDENCE

4-5-222
O & R REQUEST

MAY 25 2016

Chief Administration Office
City of Richmond

O&R REQUEST

DATE: May 25, 2016

EDITION: 1

TO: The Honorable Members of City Council

RECEIVED

THROUGH: Dwight C. Jones, Mayor

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JUN 03 2016

THROUGH: Selena Cuffee-Glenn, Chief Administrative Officer

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OFFICE OF CITY ATTORNEY

THROUGH: Jay A. Brown, Director of Budget & Strategic Planning

[Handwritten initials]

FROM: Stephen Willoughby, Director of Emergency Communications

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Jackie Crotts, Deputy Director of Emergency Communications

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RE: Authorization to Accept and appropriate Funds in the amount of \$86,345 from the County of Henrico to the City of Richmond's Department of Emergency Communications FY17 special fund budget to a new special fund for the implementation of Text to 911 services for the citizens of Richmond.

ORD. OR RES. No. _____

PURPOSE: To authorize the Chief Administrative Officer to accept and appropriate funds in the amount of \$86,345 from the County of Henrico, VITA a grant awarded by the Virginia Information Technology Agency (VITA)

REASON: The City of Richmond, the County of Chesterfield and the County of Henrico have been awarded a grant in the amount of \$272,054 to bring text to 911 to the Capital Region. The award will enhance the City's ability for citizens such as the hearing impaired, to contact the City's Department of Emergency Communications via text messaging.

RECOMMENDATION: The Administration recommends adoption of this ordinance.

BACKGROUND: The Richmond Department of Emergency Communications recognizes the importance of regional cooperation and the significant benefits of bringing Text to 911 to the Capital Region. The goal of Chesterfield, Henrico and the City of Richmond's regional project is to improve Public Safety and quality of life for the citizens of the Capital Region.

The total project grant is \$272,054, and will be disbursed as follows:

Chesterfield - \$95,068

Henrico - \$90,641

The grant provides for a 24 month period to expend the grant award. The funds will be for annual services, for equipment and a one-time start up/implementation costs. In order to expend the grant in the two year period, the provider would be paid for services that would not yet have been received.

Richmond and Henrico currently have Intrado's 9-1-1 customer premises equipment (CPE) and would be expanding this systems capability by purchasing the service from our current providers. Chesterfield has different CPE but would also be using Intrado to provide the Text to 9-1-1- service so the region would have compatibility and uniformity in offering this service to the residents.

FISCAL IMPACT / COST: Will increase the FY17 special fund budget for the department.

FISCAL IMPLICATIONS:

BUDGET AMENDMENT NECESSARY: YES

REVENUE TO CITY: The City will be receiving \$86,345 from Henrico as part of the VITA grant award.

DESIRED EFFECTIVE DATE: Upon adoption

REQUESTED INTRODUCTION DATE: June 13, 2016

CITY COUNCIL PUBLIC HEARING DATE: June 27, 2016

REQUESTED AGENDA: Consent

RECOMMENDED COUNCIL COMMITTEE: Finance and Economic Development

CONSIDERATION BY OTHER GOVERNMENTAL ENTITIES: N/A

AFFECTED AGENCIES: Department of Emergency Communications

RELATIONSHIP TO EXISTING ORD. OR RES.: Amends Ordinance 2016-048

REQUIRED CHANGES TO WORK PROGRAM(S): N/A

ATTACHMENTS: PSAP Grant Award Letter to Application

STAFF:

Stephen Willoughby, Director of Emergency Communications (5142)

Jackie Crotts, Deputy Director of Emergency Communications (8457)



COMMONWEALTH of VIRGINIA

Virginia E-911 Services Board

Jeffrey D. Stern
Chairman
VDEM

Jim Junkins
Vice Chairman
Harrisonburg-
Rockingham ECC

David A. Von Moll
Treasurer
Comptroller

Danny Garrison
Richmond Ambulance
Authority

Dennis E. Hale
Chief of Fire & EMS
Dinwiddie County

Honorable Kevin W. Hall
Sheriff of the City of
Covington

Diane Harding
Verizon Wireless

Steve Hudson
Chief of Police
Prince William County

Robert Layman
AT & T

Anthony McDowell
Fire Chief
Henrico County

Nelson P. Moe
CIO - VITA

Kathleen Seay
Hanover County

Jolena Young
Twin County

Dep Secretary Adam Thiel
Office of the Governor
Advisor

Dorothy Spears-Dean
PSC Coordinator
(804) 416-6201

Terry D. Mayo
Board Administrative
Assistant
(804) 416-6197

January 21, 2016

Dear Henrico PSAP:

Thank you for submitting a FY17 PSAP Grant application. Your application meets the current Grant Guidelines and was recommended for funding by the PSAP Grant Committee. I am pleased to advise you that the Virginia E-911 Services Board has approved your request. You have been awarded \$272,054 for your Shared Services Text-to-9-1-1 project, grant ID 060.

Funding for this grant award will be available on a reimbursement basis beginning July 1, 2016. Reimbursements will only be made for items allowable under the current Grant Guidelines. All funding requests must be submitted on the Public Safety Grant Payment Request Form, which is available on the ISP website. The invoice(s) that substantiates the amount requested must be attached to the request at the time of submission.

Furthermore, an annual Financial and Programmatic Report will be required for this grant award until the project is complete. Upon project completion, you will need to close out the grant award with a final Financial and Programmatic Report.

Finally, in order for a funding request to be processed, the PSAP must have already submitted any required financial and grant progress reports for any previous fiscal years by the identified deadline. This includes required submission of any true-ups and supporting documentation.

If you have any questions, please do not hesitate to contact your Regional Coordinator or me. Congratulations on your grant award!

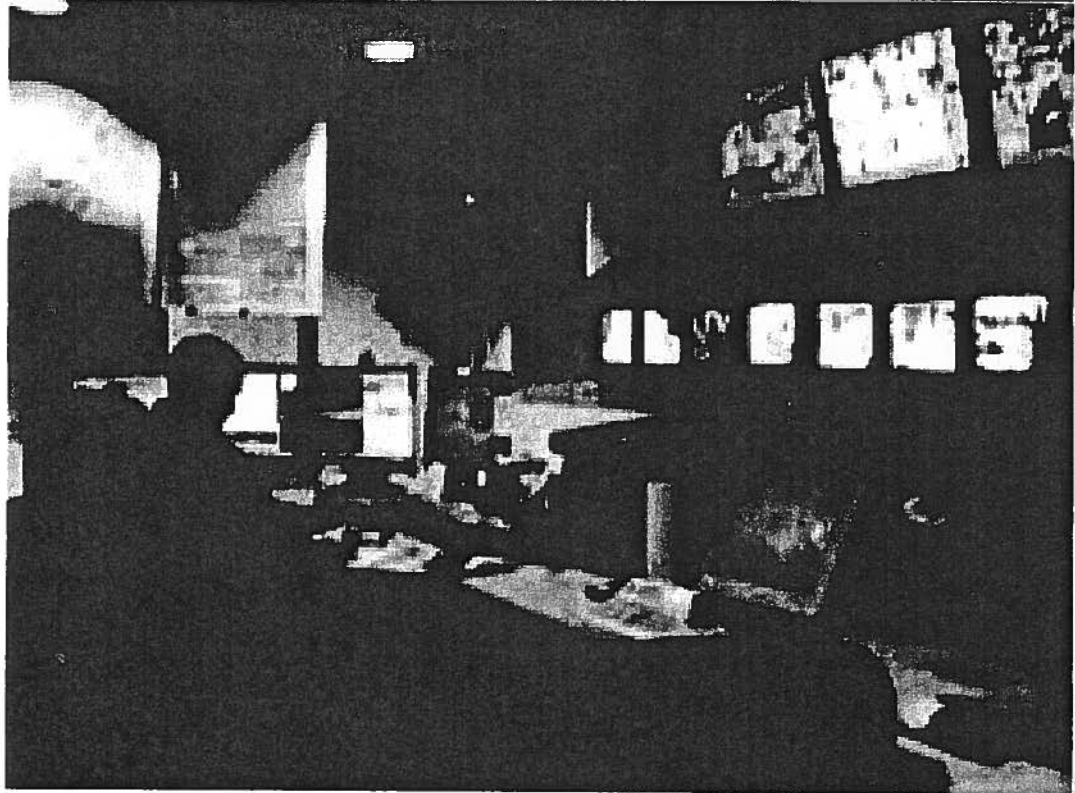
Sincerely,

Lisa Nicholson
PSAP Grant Program Manager



FY2017

PSAP GRANT PROGRAM APPLICATION



County of Henrico, Virginia
Police Division

PSAP Grant Program

PSAP17-PSAP Project
Capital Region Text-to-911

September 2015



FY2017 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP's website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to your Regional Coordinator. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

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 grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY2017 PSAP Grant Application Cycle starts 1 July 2015 and concludes on 30 September 2015 at 5:00 pm.

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



FY2017 PSAP GRANT APPLICATION

PROJECT TITLE

Capital Region Text-to-911

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: County of Henrico, Virginia, Police Division/EOC

CONTACT TITLE: Chief of Police

CONTACT FIRST NAME: Douglas

CONTACT LAST NAME: Middleton

ADDRESS 1: 7721 East Parham Road, Public Safety Building

ADDRESS 2: Post Office Box 90775

CITY: Henrico

ZIP CODE: 23273-0775

CONTACT EMAIL: chief@henricopolice.org

CONTACT PHONE NUMBER: (804) 501-4840

CONTACT MOBILE NUMBER: Not Available

CONTACT FAX NUMBER: (804) 501-4854

REGIONAL COORDINATOR: Sam Keys (Samuel.Keys@vita.virginia.gov)

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Chesterfield County Department of Emergency Communications

Henrico County Police Division ECC Richmond City Department of Emergency Communications
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GRANT TYPE

Individual PSAP

Shared Services

**TIER**

- | | |
|--|--|
| <input type="checkbox"/> Out of Service | <input type="checkbox"/> Non-Vendor Supported* |
| <input type="checkbox"/> Technically Outdated* | <input checked="" type="checkbox"/> Strengthen |
| <input type="checkbox"/> Not Applicable | |

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION:

YEARS of HARDWARE/SOFTWARE:

PRIORITY/PROJECT FOCUS Text-to-911

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

FINANCIAL DATA

Amount Requested: \$272,054

Total Project Cost: \$272,054

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, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

As a shared services initiative, this Text-to-911 Project is highly ranked by the Virginia E-911 Services Board. The participating jurisdictions have substantial budgets dedicated to the enhanced 911 services. The adoption, however, of Text-to-911 would go beyond traditional services and increase future budgetary requirements. If these grants funds are not approved, Text-to-911 implementation will be delayed in the Metropolitan Area.



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

This grant application is intended to cover current and future costs of implementing and maintaining Text-to-911 for a five-year period, as allowed by Grant Guidelines.

Beyond the initial five-year period, it is understood and planned that continuing costs associated with Text-to-911 maintenance will be absorbed by participating jurisdictional operating budgets.

COMPREHENSIVE PROJECT DESCRIPTION

Identify the longevity or sustainability of the project.

This Project represents a long-term commitment of the participating jurisdictions. Once the necessary technological resources and associated training are in place, it is anticipated that Text-to-911 will remain in the future a useful and viable method of communicating the need for emergency services in certain situations. As technologies and user practices evolve, however, Text-to-911 usages will evolve as well. This evolution will require the participating jurisdictions to coordinate with one another, to be aware of and respond to citizenry changes, and to adapt to new communication methods in the future.



Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.

This Plan has two goals:

- A. Provide a standard level of 911 emergency dispatch services to the public; and
- B. Position 911 Centers to meet continuously the public's expectations.

Recently, the Virginia E-911 Services Board established a Text-to-911 Subcommittee to evaluate the feasibility of texting to 911 as a Statewide initiative. In its 8 January 2015 Report, the Subcommittee recommended a single goal of establishing ubiquitous Text-to-911 service throughout the Commonwealth. This Grant Project is aligned with and supports each of the aforementioned goals.

SHARED SERVICES (if applicable)

The relationship of the project to the participating PSAPs:

Chesterfield County, Henrico County, and Richmond City share common boundaries. Residents of each jurisdiction share work and recreation experiences in each other's jurisdiction. The 2014 combined population for these three jurisdictions is 861,566 (Weldon Cooper Center, University of Virginia).

It is desirable for each jurisdiction to provide similar access to 911 services to reduce confusion on the part of users and speed essential public safety responses as needed.

Intended collaborative efforts:

The participating jurisdictions will collaborate to:

- A. Develop standard operating procedures;
- B. Prepare jointly informational press releases and related information; and
- C. Implement Text-to-911 at or about the same time.

Text-to-911 capability will be new for jurisdictions, 911 Centers, and the general public. Therefore, adequate information about the service needs to be clear and consistent to avoid confusion and maximize user confidence. Coordination by the participating jurisdictions will demonstrate strong regional public safety partnerships in the Metropolitan Area.

**Resource sharing:**

Specifically, the Henrico County Emergency Communications Center and the Richmond City Department of Emergency Services back up one another in crises. Since Henrico County and Richmond City use the same automated call distribution software and protocols, co-location of staff is seamless.

Chesterfield County DEC uses a different automated call distribution product.

How does the project impact the operational or strategic plans of the participating agencies:

This Grant Project is expected to have a minimal impact on the various operational plans of the participating jurisdictions once standard operating procedures are created and implemented.

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 Grant is the providing of Text-to-911 services to citizens in the Metropolitan Area in addition to the traditional voice telephonic ability. The following objectives constitute implementation strategy and work planning:

- A. To identify the preferred technological solution based on individual needs and 911 Center preferences.
- B. To seek and receive approval from the various legislative bodies to receive the grant funding once awarded to Henrico County (as the fiscal agent).
- C. To purchase, receive, install, and customize the preferred technological solutions.
- D. To enter into agreements with national CMRS providers to allow for the receipt of text messaging through a Text Control Center.
- E. To test thoroughly the Text-to-911 capabilities.
- F. To collaborate on the development of standard operating procedures for relevant Text-to-911 messaging.
- G. To collaborate on the development of public information relative to the usage of Text-to-911 messaging; and
- H. To implement Text-to-911 service at or about the same time.



**PROJECT TIMELINE FOR
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the estimated completion date. Sample activities for each phase are included.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders) Award received by 1 April 2016; various Legislative Bodies accept their portion of the award by 1 July 2016. Ensure completion of Memorandum of Understanding by 1 October 2016.	10 / 01 / 16
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed) Identify the preferred technological solution for each participating jurisdiction.	11 / 01 / 16
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured) Purchase and receive the preferred technological solutions.	01 / 01 / 17
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed) Install the preferred technological solution at each jurisdiction and develop Standard Operating Procedures	06 / 01 / 17
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production) Test and implement Text-to-911 service.	06 / 30 / 17



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. 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.) 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.

By participating jurisdiction, the individual amounts and total amount for the Capital Region Text-to-911 Project are:

Chesterfield County	\$ 95,068
Henrico County (fiscal agent)	\$ 90,641
Richmond City	\$ 86,345
Grand Total	\$272,054

See Pages 10 through 13 for complete costs details.

EVALUATION

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

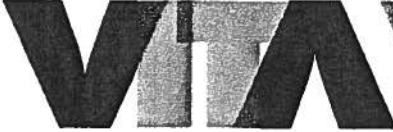
Short-term success will be defined as workable agreements amongst participating jurisdictions, the resultant purchasing and receiving of the preferred technological solutions, and a positive implementation of the Text-to-911 messaging system.

Long-term evaluations will depend upon criteria and benchmarks developed from the short-term experiences of participating jurisdictions after implementation is complete.



**Capital Region Text-to-911 Project
Costs by Participating Jurisdiction**

<u>Jurisdiction</u>	<u>Description</u>	<u>Cost Estimate</u>	<u>Cost of 10% Contingency</u>	<u>Amount Requested</u>
<i>Chesterfield County</i>	Intrado TXT29-1-1 One-Time Fee, (11+ Position)	\$ 9,550	\$ 955	\$ 10,505
	Intrado TX29-1.1 Monthly Reoccurring Fee (11+ Positions) 60 Months	\$ 57,000	\$ 5,700	\$ 62,700
	SteadyLink Equipment One-time Set-up Fee	\$ 1,875	\$ 188	\$ 2,063
	SteadyLink Monthly Reoccurring Fee 60 Months	\$ 9,000	\$ 900	\$ 9,900
	TRITECH Custom Installation and Configuration	\$ 9,000	\$ 900	\$ 9,900
	Grand Total	\$ 86,425	\$ 8,643	\$ 95,068



<u>Jurisdiction</u>	<u>Description</u>	<u>Cost Estimate</u>	<u>Cost of 10% Contingency</u>	<u>Amount Requested</u>
<i>Henrico County</i> (Fiscal Agent)	Intrado TXT29-1-1 Integrated One-Time Fee Per PSAP, Floor Price (11+ Seats) ITS Equipment	\$ 9,375	\$ 938	\$ 10,313
	Intrado TX29-1-1 Integrated With Power 911 Monthly Fee times 60 Months	\$ 54,000	\$ 5,400	\$ 59,400
	NICE (Recorder/Replay) Software And Equipment Upgrades	\$ 13,976	\$ 1,397	\$ 15,373
	NICE (Recorder/Replay) Professional Services	\$ 5,050	\$ 505	\$ 5,555
	Grand Total	\$ 82,401	\$ 8,240	\$ 90,641



<u>Jurisdiction</u>	<u>Description</u>	<u>Cost Estimate</u>	<u>Cost of 10% Contingency</u>	<u>Amount Requested</u>
<i>Richmond City</i>	Intrado TXT29- 1-1 Integrated One-Time Fee Per PSAP, Floor Price (11+ Seats)	\$ 9,500	\$ 950	\$ 10,450
	Intrado TX29- 1-1 Integrated With Power 911 Monthly Fee times 60 Months	\$ 57,000	\$ 5,700	\$ 62,700
	ITS Equipment	\$ 1,875	\$ 188	\$ 2,063
	ITS Services, 60 Months	\$ 9,000	\$ 900	\$ 9,900
	IP Phone Network Cabling	\$ 250	\$ 25	\$ 275
	IP Phone ELM Class 2 System License (Workstation and IP Agent)	\$ 120	\$ 12	\$ 132
	IP Phone— SNOM 760	\$ 750	\$ 75	\$ 825



Grand Total	\$ 78,495	\$ 7,850	\$ 86,345
PROJECT TOTALS	\$247,321	\$24,733	\$272,054