



## APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2016.** Please include this application form with electronic entry.

### PROGRAM INFORMATION

County: \_\_\_\_\_

Program Title: \_\_\_\_\_

Program Category: \_\_\_\_\_

### CONTACT INFORMATION

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Department: \_\_\_\_\_

Complete Mailing Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Website: \_\_\_\_\_

Email: \_\_\_\_\_

### SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

## **Brief Summary of Projects**

Pulaski County is always looking at innovative ways to improve services for our citizens including those which support emergency services. This was the case when the County and Town of Pulaski began looking at how they could improve 9-1-1 services while reducing the overall cost of these services to their taxpayers. One idea proposed and ultimately selected was to combine the Pulaski County Sheriff's Office and Pulaski Police Department's 9-1-1 centers and form a single combined agency.

A combined dispatch operation eliminated the need for both agencies to purchase expensive equipment, pay annual maintenance contracts and fund costly upgrades in the future. In addition, it provided much needed additional staffing which both agencies were in need of prior to the consolidation. Finally, this approach centralized public safety services which created better situational awareness between the 9-1-1 Center, public safety responders and our communities.

On April 15, 2015, the Pulaski County Joint 9-1-1 Communications Center was operational and staffed with employees from both the County and Town. The 9-1-1 Center is managed by an Executive Director with oversight from an Emergency Communication Board comprised of members from the participating agencies and both governmental entities. The Emergency Communications Board along with the 9-1-1 Center's Administration, worked together to implement **Text to 9-1-1** and **Next Generation 9-1-1** both directly benefitting our citizens and first responders.

## **Project Details**

### **Text to 9-1-1**

The first innovation that was implemented by the newly combined 9-1-1 Center was Text to 9-1-1. While not meant as a substitute for calling 9-1-1, text to 9-1-1 was identified as a good tool for our deaf and hard of hearing community, individuals at a high risk for domestic abuse and as an alternative to calling 9-1-1 when it is not safe to make a voice call. Our 9-1-1 Center was one of the first

PSAPs (Public Safety Answering Points) in the New River Valley to begin offering text to 9-1-1 service through the major cell carriers during the third quarter of 2015.

Since implementation, the 9-1-1 Center has received a number of text to 9-1-1 calls for service and expects to handle more text calls in the future. In addition, a domestic violence campaign was organized by our county's local Domestic Violence Docket Coordinator which included posters and informational cards featuring the text to 9-1-1 service. In the future, text to 9-1-1 will enable videos and pictures to be sent directly to the 9-1-1 Center and then to the first responders in the field, increasing situational awareness and more efficient and effective handling of emergency calls for service

### **Next Generation 9-1-1**

The second innovation that was implemented by our 9-1-1 Center was transitioning to Next Generation 9-1-1 services. The Pulaski County Joint 9-1-1 Communications Center was an early adopter of Next Generation 9-1-1 which transitioned our center from

traditional analog 9-1-1 service to IP based services. Having these services along with our new call handling equipment in place enables our center to capitalize on future services such as advanced 9-1-1 call routing, disaster mitigation and recovery, multimedia integration and local, regional and statewide emergency services IP network (ESInet) initiatives.

In summary, the County and Town of Pulaski are committed to working together to provide exceptional 9-1-1 services for our citizens and visitors both through smart collaboration and utilization of technology innovations such as Text to 9-1-1 and Next Generation 9-1-1. We will continue to deploy additional services as they are developed and look for other ways to further strengthen our commitment to those we serve.