

services etc. for the purposes of improving homeland security and crisis management plans and practice. Funding is available for equipment (hardware and software) necessary to establish a Public service Model 311 non-emergency call system and for an impact evaluation of such a system. Funding is available to law enforcement agencies currently operating within jurisdictions that do not have a 311 system or those interested in expanding a law enforcement only 311 system into one that includes multiple public service agencies.

Objectives/Expectations: This project would require applicants to:

1. Establish a Public Service model 311 system involving multiple public service agencies, designing this non-emergency communication system to fill current gaps in information sharing between public service agencies and enhance the effectiveness of current homeland security and crisis management plans.

2. Develop innovative ideas for improving emergency dispatching, call prioritization, and records management systems.

3. Evaluate the impact of the 311 system on homeland security and crisis management plans and provide results of the evaluation to public safety personnel (including first-responders), other public service agencies, and the community-at-large. The evaluation should clearly demonstrate the utility of 311 in homeland security and crisis management.

Deliverables/Outcomes: Deliverables will include an operational Public Service Model 311 system (that includes multiple public service agencies). An impact evaluation is expected to be completed six months after the system has become operational and should be budgeted for.

Knowledge/Experience Required: Proposals should include the following items:

1. Applicants may apply for funding to either start-up a 311 system that includes multiple public service agencies or to expand current law enforcement only 311 systems. Due to the focus on developing cooperation and accountability between multiple public service agencies, jurisdictions currently operating a multi-agency Public Service Model 311 system are ineligible for funding under this topic.

2. Funding may be contingent on the current technological infrastructure of the applicant agency. Applicants must provide details of current technological infrastructure available to support the project.

3. Applicants must provide a demonstration of need, showing that a Public Service Model 311 non-emergency system will aid in the development of Homeland Security and Crisis Management plans and practice. This demonstration of need should be included as a separate document (no longer than 15 double-spaced typed pages) and will not count towards the proposal page limit.

4. Applicants must demonstrate that they have secured support from the primary stakeholders, including government executives, and at least two non-public safety agency executives. Stakeholders must have determined that a Public Service Model 311 system involving multiple public agencies will benefit the homeland security and crisis management plans and practices of the jurisdiction.

5. Applicants must address the implications of utilizing a 311 system for homeland security and crisis management efforts on current organizational processes, delineating each affected agency. The potential impact of 311 on police non-emergency calls must be described in the proposal.

6. Applicants must demonstrate the availability of in-kind contributions for establishing this system. This information is necessary, as the cost of most 311 systems will most likely exceed the amount of COPS-funding available.

7. Smaller law enforcement agencies are encouraged to partner with one or more neighboring jurisdictions in this effort.

C. Evaluations

1. Evaluation of MORE Grant Effectiveness (C1)

Approximate Funding: \$200,000

Purpose/Goal: The COPS MORE (Making Officer Redeployment Effective) program is one of several approaches developed by the COPS Office to increase the deployment of law enforcement officers devoted to community policing. COPS MORE grants have been used to purchase law enforcement technology. One primary requirement of COPS MORE is that the time-savings experienced by officers as a result of the additional technology must result in redeployment into community policing activities. Some examples of the types of time-saving technology purchased through MORE grants include: mobile data terminals, record management systems, computer aided dispatch systems, and automated fingerprint identification systems.

Over the past seven years, the COPS Office has also recognized that

technology can result in increased officer effectiveness. This increased effectiveness contributes to the overall COPS aim of reducing crime and social disorder through community policing.

Last year the COPS Office funded 295 agencies under the COPS MORE 2002 program. While MORE grantees were previously required to track and report time-savings and redeployment resulting from their grant, this requirement was removed under MORE 2002. While time-savings and redeployment still occur, the COPS Office is interested in an evaluation that will document or estimate the full-time equivalents (FTE's) redeployed, as well as the impacts of these technologies on department operations, communication, and community policing.

Objectives/Expectations: The COPS Office is seeking proposals that seek to document the efficiencies and effectiveness outcomes created as a result of the technology funded under the COPS MORE 2002 program.

Deliverables/Outcomes: The applicant will be expected to produce documentation that examines the efficiencies created as a result of the MORE 2002 program, and also examine and document any increases in effectiveness resulting from the program. The project deliverable(s) should also inform the profession on these findings in the form of a guidebook that will assist law enforcement agencies in achieving maximum efficiency and effectiveness with these technologies. This guidebook should demonstrate how to realize the desired results; provide instruction on police technologies based on the documented experiences of these grantees; and develop a model for agencies to use to self-evaluate their technology projects.

Knowledge/Experience Required: Applicants should demonstrate their knowledge of the COPS MORE program and of other technology-related outcomes beyond time-savings. Proposals should also provide a summary of the evaluation design and methods that would be used to measure effectiveness and efficiencies generated as a result of COPS MORE grants.

2. Analysis of COPS Start-Up Agencies (C2)

Approximate Funding: \$150,000

Purpose/Goal: The COPS Office has provided funding to approximately 300 jurisdictions to initiate the development of police departments. These "start-up" agencies provide an opportunity to learn more about the factors associated with the implementation and initiation of