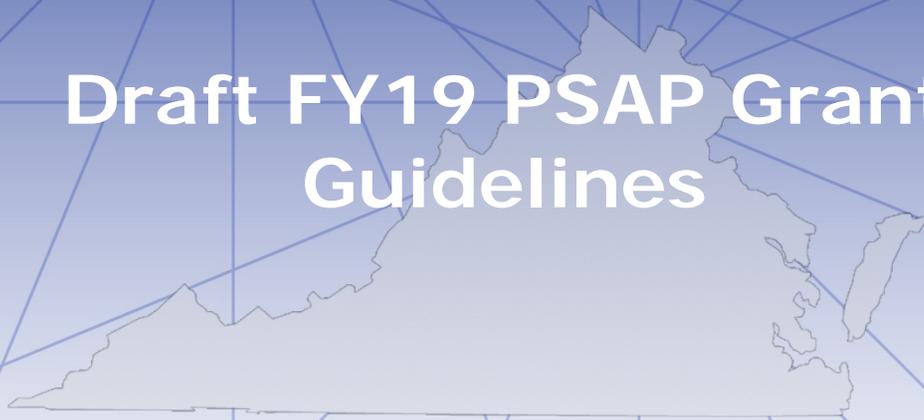


Virginia Information Technologies Agency



# Virginia 9-1-1 Services Board PSAP Grant Program

## Draft FY19 PSAP Grant Guidelines



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## INTRODUCTION

The commonwealth is transitioning to Next Generation 9-1-1 (NG9-1-1) because the current analog network that provides 9-1-1 call delivery to Virginia Public Safety Answering Points (PSAPs) is going away. Over the next few years, 9-1-1 service providers will be decommissioning the selective router pairs that comprise the foundation of this legacy analog network. To address this issue, the 9-1-1 Services Board (the "Board") conducted an NG9-1-1 Feasibility Study in 2015 and made the decision to transition to a statewide IP-based infrastructure, commonly referred to as an Emergency Services IP Network (ESInet). With the majority of planning efforts completed, the Board is now focused on the implementation of NG9-1-1. The PSAP Grant Program has a significant role to play in this effort.

In the past, the PSAP Grant Program has financially assisted PSAPs with the purchase of equipment and services to benefit the processing of wireless 9-1-1 calls. With these fiscal year 2019 guidelines, the focus begins to shift to specific non-recurring NG9-1-1 transition costs. These costs are replacement of call handling equipment (CHE) to be NG9-1-1 ready, preparation of NG9-1-1 GIS data, and transition from selective routers to an ESInet. It is anticipated that the statewide implementation of NG9-1-1 will occur over a number of years. Additionally, limited legacy equipment may also be eligible if it is non-vendor supported. As a result, fiscal year 2019 can be viewed as a bridge year from a competitive grant program to a funding program that comprehensively addresses NG9-1-1 transition costs.

In order to support the goal of statewide NG9-1-1 implementation, several changes have been made to the FY19 Grant Guidelines. First, the Individual and Shared Services Grant Programs have been replaced by the NG9-1-1 Program. Second, the NG9-1-1 program is focused on the priorities that will assist NG9-1-1 implementation. This eliminates several priorities that were previously funded by the PSAP Grant Program. Additionally, the concept of tiers from previous grant years has been removed. Only the replacement of non-vendor supported (NVS) CHE, mapping system, and computer aided dispatch (CAD) is eligible for funding. The following is a list of eligible NG9-1-1 and PSAP Education Program (PEP) projects and grant award amounts:

- \$200,000 per PSAP participating in a shared services CHE project
- \$150,000 for an individual PSAP CHE project
- \$25,000 per PSAP for a mapping system project
- \$75,000 per PSAP for a CAD project
- Full funding for allowable NG9-1-1 GIS items based on criteria and thresholds established by Board
- \$500,000 per initial physical consolidation project
- \$2,000 per primary PSAP for individual PEP
- \$3,000 per primary PSAP for multi-jurisdictional PEP

To help PSAPs determine eligibility for NG9-1-1 GIS funding, ISP staff will complete NG9-1-1 deployment assessments for all PSAPs based on the GIS/MSAG/ALI analyses previously conducted by ISP staff.

This document contains information about the rules and requirements governing the PSAP Grant Program, the types of projects eligible for funding, and instructions for completing and submitting the grant application. However, the final authority to administer this grant program rests with the Board. The Board can amend, alter, or change these guidelines, as well as require the Grant Committee to undertake additional responsibilities not already specified in the guidelines. Requests from PSAPs for exceptions to the guidelines are discouraged.

### **What is the PSAP Grant Program?**

The PSAP Grant Program will financially assist primary PSAPs with non-recurring NG9-1-1 costs, limited legacy equipment purchase, PSAP consolidation projects, and 9-1-1/GIS educational and training opportunities. Funding is made available through the Code of Virginia and administered by the Board.

The PSAP Grant Program has been established in the Code of Virginia, §56-484.17(D):

Wireless E-911 Fund; uses of Fund; enforcement; audit required:

*...The remaining 10 percent of the Fund and any remaining funds for the previous fiscal year from the 30 percent for CMRS providers shall be distributed to PSAPs or on behalf of PSAPs based on grant requests received by the Board each fiscal year. The Board shall establish criteria for receiving and making grants from the Fund, including procedures for determining the amount of a grant and payment schedule; however, the grants must be to the benefit of wireless E-911. Any grant funding that has not been committed by the Board by the end of the fiscal year shall be distributed to the PSAPs based on the same distribution percentage used during the fiscal year in which the funding was collected; however, the Board may retain some or all of this uncommitted funding for an identified funding need in the next fiscal year or for a reserve balance pursuant to a reserve balance policy adopted by the Board.*

## Grant Committee

The Board chair makes appointments to the PSAP Grant Program's Grant Committee. Membership to the Grant Committee will be staggered and appointments are made for three-year terms. Members can be reappointed for only one additional consecutive term. Committee members are appointed and serve at the discretion of the Board's chairperson. At all times, the Grant Committee membership shall consist of at least two Board members.

Furthermore, members of the Grant Committee should adequately represent the geographic diversity of the commonwealth, the varied operational capacities of Virginia primary PSAPs, and public safety professional organizations. Accordingly, a nine-person Grant Committee is established consisting of the following individuals:

- Two Board members (one of which will chair the committee)
- Four primary PSAP representatives (two of which will represent APCO and NENA)
- Three at-large members.

Members with the same organizational affiliation will have different reappointment and replacement schedules:

- Replacement/Reappointment Schedule 1:
  - one Board member (co-chair)
  - two primary PSAP representatives (one of which will represent APCO)
  - and two at-large members
- Replacement/Reappointment Schedule 2:
  - one Board member (chair)
  - two primary PSAP representatives (one of which will represent NENA)
  - and one at-large member

Each year, in anticipation of the upcoming grant application cycle, the Grant Committee will recommend grant guidelines and funding priorities. After consensus on the priorities, a ranking of project types will be created to assist the Committee with ranking the grant applications for the upcoming grant cycle(s). In addition, the Grant Committee will make recommendations to the Board regarding the development of any criteria for awarding grants, and the proposal of any necessary changes to the administration of the PSAP Grant Program.

The Grant Committee will meet quarterly: February (grant extension requests and guidelines concept development), April (guidelines review and

recommendations), September (progress reports review), and December (grant application review and priority/ranking recommendations).

## Definitions

Call Handling Equipment (CHE) – Telecommunications equipment used to receive calls for service from the public in the PSAP. It must be NG9-1-1 ready, as defined in the guidelines. CHE projects may include the build out of local gateways to connect to an eventual statewide ESInet, networking for shared services approaches, regional cooperative projects to transition from legacy Selective Routers for 9-1-1 call routing to an ESInet consistent with statewide planning efforts, hosted solutions with collaborative procurement, and text-to-9-1-1. PSAPs may also purchase time sync with CHE.

CMRS – Mobile telecommunications services as defined in the federal Mobile Telecommunications Sourcing Act, 4 U.S.C. § 124, as amended.

CMRS provider – An entity authorized by the Federal Communications Commission to provide CMRS within the Commonwealth of Virginia.

Computer Aided-Dispatch (CAD) – A computer-based system which aides PSAPs by automating selected dispatching and record keeping activities.

Geo-Diverse Approach – When used with shared services projects, a geo-diverse approach results in a single system operationally but core functional elements of the single system reside in physically diverse geographical locations within a network. The intent is to move towards sharing the core elements of a system among locations rather than buying separate stand-alone systems. A geo-diverse approach ensures there is no single point of failure and increases the efficiency of call handling and information sharing through better integration with backup, disaster recovery and overflow operations. The goal is to provide maximum system survivability and data traffic and bandwidth usage. The applicant must justify the location of the required system servers. A geo-diverse approach is not satisfied by purchasing two separate systems and networking them together. Any exception to a geo-diverse approach must be justified in the grant application.

Mapping System – A computer-based system to display location information in a geographic information system (GIS) or otherwise on a map within the PSAP. It may include the purchase of servers, mapping display workstations within the PSAP, and software and miscellaneous hardware that supports the development and display of 9-1-1 specific GIS data within the PSAP.

Memorandum of Understanding (MOU) - A formal document that guides and directs the parties of a physical consolidation project in regards to their affiliation and working relationship, inclusive of anticipated future arrangements, for the purposes outlined in the grant application submitted by the parties.

Multi-jurisdictional Agreement (MJA) – A document, signed by appropriate representatives of all PSAPs/localities planning to participate in a Shared Services Project. It defines their working relationship and commitment to the project. The MJA must be included with the grant application.

Multi-Jurisdictional Projects – A project in which two or more primary PSAPs participate. For the purpose of these grant guidelines, these are shared services, physical consolidations, and multi-jurisdictional PSAP Education Program (PEP) projects. PSAPs participating in these types of projects do not need to be contiguous.

NG9-1-1 GIS Projects - A project that relates directly to the preparation of PSAP boundary, road centerline, and address point data based on approved NG9-1-1 data standards, applicable data models, and GIS best practices. These projects must include a long-term data maintenance plan. Funding for any day to day work or continued geospatial maintenance is not allowed. To help PSAPs determine eligibility for NG9-1-1 GIS funding, ISP staff will complete an NG9-1-1 deployment assessment for all PSAPs based on the GIS/MSAG/ALI analyses previously conducted by ISP staff. A copy of the assessment must accompany the NG9-1-1 GIS grant application. Items in that assessment that meet minimum thresholds established by the Board will not be eligible for funding. Additional information on criteria and thresholds is available in Appendix B.

NG9-1-1 Ready - Call handling equipment with the ability to receive SIP (see definition on page 9) communications natively at the call handling interface. This does not include the text-to-9-1-1 integration component, which can be added at a later date.

Non-Allowable Items –Bricks and mortar, outside security, card key systems, furniture, personnel salaries, benefits, and local project management time. However, this is not an inclusive list and applicants should seek guidance from ISP staff if they are unsure.

Non-Vendor Supported (NVS) - Replacement of 9-1-1 equipment, to include hardware and software, that is no longer supported by the vendor to enable primary PSAPs to maintain current service levels. Only NVS equipment and services will be funded. Failure of a reseller or partner to support hardware/software and/or service does not meet this definition unless there are no other options for support available. Supporting documentation from the vendor must be included with application to be considered for funding and will be required as a condition of the grant award.

Physical Consolidation – The initial, primary, or first physical consolidation of two or more primary PSAPs into a single physically combined primary PSAP with an integrated management structure established by MOUs that serves

the same constituent population previously served by the independent primary PSAPs. In addition, all parties must benefit directly from the consolidation activities implemented with a grant award. CHE and CAD as defined in the guidelines are allowable items for a physical consolidation project.

Public Safety Answering Point (PSAP) – A facility equipped and staffed on a 24-hour basis to receive and process E9-1-1 calls or that intends to receive and process E9-1-1 calls and has notified CMRS providers in its jurisdiction of its intention to receive and process such calls.

Primary Public Safety Answering Point – A PSAP that receives the initial wireless E9-1-1 call as recognized by the Virginia 9-1-1 Services Board as eligible to receive wireless funding. Only these specific PSAPs may participate in the PSAP Grant Program.

Recurring Costs – Periodic costs beyond the initial purchase of 9-1-1 equipment and/or services. With the purchase of 9-1-1 equipment and services, five years of prepaid service is allowable, but the period of cost recovery is limited to the grant award period. Allowable costs are limited to the projects that are identified in the priority list on page 21 in the guidelines.

Shared Services Project – Project in which the provisioning and use of 9-1-1 equipment and/or services occurs between two or more PSAPs in order to “share” the funding and resourcing of equipment and software used to process 9-1-1 calls. The purchase of hardware and software is included. Projects are not considered as shared services if they consist solely of a network solution that links together individual systems.

Session Initiation Protocol (SIP) - A protocol specified by the IETF (RFC3261) that defines a method for establishing multimedia sessions over the Internet. Used as the call signaling protocol in VoIP, NENA i2 and NENA i3.

Supplanting – Grant funds are to be used to supplement the portion of the local governments’ budgets that pertain to PSAPs. A locality cannot replace general funds that have been allocated for a specific PSAP project with grant funds awarded for the same project in the same fiscal year.

Wireless E-911 Fund – A dedicated fund consisting of all moneys collected pursuant to the Wireless E-911 surcharge, as well as any additional funds otherwise allocated or donated to the Wireless E-911 Fund.

Wireless E-911 Surcharge – A monthly fee of \$.75 billed by each CMRS provider and CMRS reseller on each CMRS number of a customer with a place of primary use in Virginia.

## Eligibility

Any Virginia primary PSAP is eligible to apply for and receive these funds. In order for a grant application to be considered, the PSAP must have submitted all Board required reports or information from previous fiscal years by the identified deadline. The Board may require that certain projects require data sharing with the Commonwealth of Virginia, as well as other PSAPs, when appropriate. This requirement will be stated in the grant award.

Grant funds are to be used to supplement the portion of local governments' budgets, not to supplant funds.

## Funding Amounts

A primary PSAP can submit for any amount up to the project funding limit during a single grant year. NG9-1-1 GIS grants are fully funded for allowable items based on criteria and thresholds established by the Board. There is no required local match.

Each primary PSAP is limited to receiving one initial physical consolidation grant award. Furthermore, all participating PSAPs receiving funding for a physical consolidation project may not receive funding for a single PSAP or shared services project until the consolidation grant has been fully executed (closed out); however, they will be eligible for the PSAP Education Program while the consolidation project is ongoing.

Grant awards cannot exceed the following:

- \$200,000 per PSAP participating in a shared services CHE project
- \$150,000 for an individual PSAP CHE project
- \$25,000 per PSAP for a mapping system project
- \$75,000 per PSAP for a CAD project
- Full funding for allowable NG9-1-1 GIS items based on criteria and thresholds established by Board
- \$500,000 per initial physical consolidation project
- \$2,000 per primary PSAP for individual PSAP education program (PEP)
- \$3,000 per primary PSAP for multi-jurisdictional PEP

## **Grant Award Period**

The grant award period varies by program type, and runs consistent with the Commonwealth of Virginia's fiscal year. All grant funds must be expended by the end of the grant award cycle unless allowed a grant extension by the Board.

PSAP Education Program Awards:	July 1, 2018 – June 30, 2019 (12 months)
NG9-1-1 Program Awards:	July 1, 2018 – June 30, 2020 (24 months)
Physical Consolidation Awards:	July 1, 2018 – June 30, 2021 (36 months)

## **Grant Award Amendments**

Once a grant award has been approved by the Board, no changes can be made to that award, unless approved by the Board. If after receipt of a grant award, a PSAP determines that an unforeseen allowable cost was not included in the original application and can demonstrate that reasonable efforts were taken in determining the total allowable costs included in the application, a PSAP may then submit a written request to the Board for an award amendment to include the additional cost. The requested additional cost plus the amount of the initial award cannot exceed the current allowable grant award. This request should be submitted in writing to the PSC Coordinator on local government or 9-1-1 authority letterhead. The request must document the reasonable efforts taken in determining the total allowable costs when completing the initial application and how the unforeseen cost will impact the ability of the locality to complete the project. The PSC Coordinator will include the request on the agenda for the next scheduled Board meeting, as well as seek input from the PSAP Grant Committee members.

## **Multi-Year Funding**

This is an annual grant program. Projects that can be completed within the grant award cycle (two years, or three for consolidations) are the primary focus. This program does not allow grant funding to sustain multi-year grant requests for the same project priority or original scope of work.

## How to Apply/Deadline

The PSAP Grant Program application cycle begins on July 1, 2017. The deadline to apply is Oct. 2, 2017, at 5:00 p.m. Grant applications are available from VITA's ISP website:

(<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Applications must be submitted electronically to the PSAP Grant Program mailbox ([psapgrants@vita.virginia.gov](mailto:psapgrants@vita.virginia.gov)) and must be submitted using the appropriate grant application form with required supporting documentation.

## **FUNDING GUIDELINES**

### **Grant Cycle**

After a grant application is submitted as outlined above, ISP staff will review the applications for completeness and accuracy, conferring with the applicant, as necessary, to clarify the application. Applications are made available to the Grant Committee for review after November 1. The Grant Committee submits a prioritized list of all recommended applications to the Board by December 15. The Board will review and approve applications no later than February 15 to coincide with local budget planning cycles. Final approval is at the discretion of the Board. All applicants will receive an electronic grant decision notification by March 1.

### **Shared Services Projects**

Shared services projects among PSAPs are strongly encouraged. These projects should include a geo-diverse approach and exceptions should be addressed in the grant application. Any eligible primary PSAP may act as the applicant in a funding request for a shared service project. All jurisdictions participating must be identified in the grant application. A Multi-Jurisdictional Agreement (MJA) signed by all parties must be provided with the grant application. To the extent appropriate, applicants should address the following items in the grant application:

- The relationship of the initiative to the participating PSAPs
- Intended collaborative efforts
- The geographic area that will be served by the initiative
- Cost savings and efficiencies through resource sharing
- Impacts to the operational or strategic plans of the participating agencies

Shared services projects require that one eligible primary PSAP act as the “host” for the initiative. The “host” will be the fiscal agent responsible for fulfilling all grant requirements such as reports, control of and accounting for funds, and distribution and control of equipment purchased with the grant award.

An individual PSAP will be limited to a total of \$200,000 in grant funding for participating in a CHE shared service project in any one grant cycle. In addition, a shared services project grant and an individual PSAP grant cannot be awarded for the same priority. For example, a shared services grant for call handling equipment and an individual PSAP grant for call handling equipment would not be eligible for funding; however, a PSAP could

participate in a shared services project for call handling equipment and a shared services or individual NG9-1-1 GIS project.

## **Physical Consolidation Projects**

A physical consolidation project is a specialized grant type which requires additional grant funding and a longer grant cycle than an NG9-1-1 project. Each primary PSAP is limited to receiving only one initial physical consolidation grant award. Once the initial physical consolidation project is complete, the PSAPs involved in the consolidation project are considered an individual PSAP for funding purposes.

Furthermore, all participating PSAPs receiving funding for a physical consolidation project may not receive funding for another project until the consolidation grant has been fully executed (closed out) and completion of the physical consolidation has taken place. However, the grant application may be submitted while the physical consolidation project is still ongoing.

Primary PSAPs interested in obtaining grant funding for a physical consolidation project must satisfy two prerequisites before submitting a grant request:

- First, the localities that govern the PSAPs involved in this physical consolidation must sign a MOU in support of a physical consolidation.
- Second, a feasibility study must be completed that provides answers to the following questions:
  - How would a physical consolidation take place and provide improved service
  - How should it be organized and staffed
  - What services should it perform
  - How should policies be made and changed
  - How should it be funded
  - What communication changes or improvements should be made in order to better support operations

Similar to a shared services project, one of the primary PSAPs participating in the physical consolidation project must act as the “host”. The “host” will be the fiscal agent responsible for fulfilling all grant requirements such as reports, control of and accounting for funds, and distribution and control of equipment purchased with the grant award. All jurisdictions participating in a physical consolidation project must be identified in the grant application.

## Review Process

The Grant Committee will evaluate all complete and eligible applications based on the substance of the application relative to the established priorities and submits a prioritized list of all recommended applications. The funding priorities and rankings serve as the criteria for evaluating applications (see Appendix); however, this methodology is only a guideline. The Committee has the discretion to make case by case evaluations and recommendations for approval or disapproval of all submitted applications.

## Grant Payment Request Process

The PSAP Grant Program has a cash disbursement policy of reimbursement for expenditures specific to grant awards. Grant payment requests may be submitted by grantees beginning July 1 of the grant award period and no later than 45 days after the end of the grant award period, or as adjusted by any grant award extensions. Invoices must reflect dates that fall within the actual grant award period. Grant payment requests must be sent electronically to the PSAP Grant Program mailbox ([psapgrants@vita.virginia.gov](mailto:psapgrants@vita.virginia.gov)) on the appropriate form, along with an invoice.

A firm fixed-price contract, purchase order, or quote will not be acceptable forms of documentation for payment requests of funds against the grant award. Grantees must wait until services are performed or goods are received, which must occur during the actual grant award period, and the corresponding invoices are received and/or paid in order to recover costs. For projects involving milestone payments, invoices may be submitted in accordance with executed contracts. A copy of the payment terms section of an executed contract that identifies the milestones must be included for these types of grant payment requests. If a participant in a shared services or multi-jurisdictional project, other than the fiscal agent, is seeking reimbursement for a grant-related expense, the participant must have the written approval of the fiscal agent in order for the reimbursement request to be processed.

Grant payment requests received without all required invoices will be considered null submissions 30 days after notification and non-receipt of required documentation. In addition, grant payment requests will be held until all required financial and/or grant progress reports are received.

## Annual Progress Reports

Since the PSAP Education Program has a performance period of 12 months and cannot be extended, annual progress reports for PEP awards are unnecessary.

Grantees under the NG9-1-1 projects program will be required to report financial and programmatic information and data annually until the grant is closed. Annual progress reports must be submitted electronically and on the correct form, to the PSAP Grant Program mailbox ([psapgrants@vita.virginia.gov](mailto:psapgrants@vita.virginia.gov)) no later than July 31 at 5:00 pm.

ISP staff will review all annual progress reports and make recommendations to the Grant Committee. During the annual review, if it is determined that inadequate information has been provided, or adequate progress has not been made towards completion of the project since the initial grant award, the PSAP Grant Program Manager may recommend to the Committee to generate a letter of concern to the PSAP. This action will require a formal response and/or presentation to the Committee. If adequate progress has not been made, or project/financial reports have not been submitted as required, the Committee may recommend to the Board that a grant award be rescinded. If the Board approves the recommendation, or acts at its own discretion to rescind a grant award, the PSAP will be notified immediately in writing. Any part of the grant award that has not been expended will be returned to the wireless E-911 fund.

## Grant Extension Requests

PSAP Education Program grants are not eligible for extensions.

If an NG9-1-1 project grant recipient has made a reasonable attempt to complete the project within the required time frame, but is unable to do so, an extension may be requested from the Board. All grant extension requests must be submitted electronically to the PSAP Grant Program mailbox ([psapgrants@vita.virginia.gov](mailto:psapgrants@vita.virginia.gov)) no later than January 31 at 5:00 pm of the year that the grant is set to expire. A PSAP grant award is eligible for only one grant extension of up to twelve months. Extension requests will be reviewed by the Grant Committee, which will make a recommendation to the Board based on the progress of the project. This includes a review of previously submitted annual progress reports. If reasonable progress is not reported, the Grant Committee may not recommend an extension. All grant extension requests must state the exact timeline for completion of the project. Recommendations by the Grant Committee will be made for extensions based on that timeline. If the date of completion extends beyond six months, the PSAP may be required to make a formal presentation to the

Grant Committee. If the Board approves an extension request, an annual progress report will be required until the end of the extension cycle.

## **Grant Closure**

A grant closure report is not required for a PSAP Education Grant (PEP) award.

A grant closure report is required to close an NG9-1-1 project grant award. The grant closure report must also include how the grantee met specific grant objectives set out in the grant application.

All grant awards are to be closed out by the end of their grant award period. A grant award will be considered closed with receipt of final invoices or other payment documentation, along with the grant closure report. Final invoices dated during the grant award period must be submitted within 45 days of the end of the grant award period, or as adjusted by any grant award extension. Should a grantee fail to submit final documentation in accordance with these guidelines, the grant award will be administratively closed as of August 15 following the end of the grant award period, or as appropriate for any grant award extensions.

## **Auditing**

The Board shall audit the grant funding received by all recipients to ensure that it was utilized in accordance with the grant requirements. If it is determined that the funding was misused, or if the grant guidelines were not adhered to, the commonwealth may take appropriate action to the extent permitted by law, including, and not limited to, requiring the return of the grant funds.

## **COMPLETING THE GRANT APPLICATION**

### **Project Description**

PSAP Education Program project descriptions are not currently included.

Funding requests for NG9-1-1 projects must include a detailed project description. This project description should reference the impact on operational services and consequences of not receiving funding, the benefits of receiving funding, the relationship to local strategic and capital improvement plans, and sustainability. The Project Description section on the grant application has a corresponding text box for the primary PSAP to provide this information.

### **Project Goals/Objectives/Implementation Plan**

Each funding request for the PSAP Education Program must include a description of how the education/training is 9-1-1/GIS specific and how this will benefit the employee(s) and/or PSAP(s).

Primary PSAPs seeking funding for their NG9-1-1 projects must provide project goals, project objectives, and an implementation plan. The Project Goal should describe how the project addresses locally identified need(s). The Project Objectives should describe the objectives that will support the identified goals. The Implementation Plan should include planned completion dates for project initiation, design/planning, acquisition, implementation, and testing completion. The grant application has a corresponding text box where applicants should describe the items listed above.

### **Budget Narrative**

Each funding request for the PSAP Education Program must include a breakdown of the funding allocation of the 9-1-1/GIS education/training opportunities.

Each NG9-1-1 project funding request must include a budget for the total amount requested. This amount should consider the total allowable cost of the project. When considering the total allowable cost of the project, it is permissible to include a financial contingency (up to 10%) to help offset unanticipated expenses or price increases. Ten percent is typically a reasonable contingency amount for project costs. However, if the

contingency amount exceeds 10 percent, additional justification may be requested by the Grant Committee for their consideration. In the Budget Narrative section of the grant application, applicants will list the planned expenditures to be made with grant funds. If contingency is part of the total project costs, it must be included as a separate line item in this section.

A pay up-front model is a permissible means for including an extended warranty or software as a service (SaaS) for NG9-1-1 projects when purchasing CHE and/or CAD. In the SaaS model, software is licensed on a subscription basis, is centrally hosted, and is paid for on a recurring basis. Allowable maintenance and recurring costs are limited to the projects that are identified in the priority list in the grant guidelines. If maintenance or recurring costs are part of the total project costs, and is being included in the amount requested, the amount must be included in this section as part of the total project costs and must be incurred during the grant award period. Maintenance as a separate purchase is not eligible for funding.

A budget narrative is required. An itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment, but this is not a substitute for a budget narrative. In addition, a vendor prepared quote should not be the only source used for determining the project's costs. Budgetary quotes received from a particular vendor(s) during the application process and submitted with the application do not commit the PSAP to use that vendor(s) once the grant award is issued.

In addition to providing a budget, applicants shall provide a corresponding narrative that explains the reason for each requested budget item and provides the basis for its cost. All items requested must be thoroughly justified and clearly related to the proposed project.

If this project will have ongoing expenses, such as monthly recurring charges beyond the grant award period, describe plans and specific sources for future/long-term funding within the Budget Narrative section. Primary PSAPs shall also demonstrate how the project will be sustained in the future without additional PSAP grant funding.

## **Evaluation Plan**

Each PSAP Education application must include an evaluation plan that describe how the PSAP will measure the extent to which employees of the grantee PSAPs received value from the education/training.

Each NG9-1-1 project application must include an evaluation plan that demonstrates how the equipment or services listed on the grant application are expected to be purchased, installed/implemented, and will perform. In

addition, depending on the grant project, primary PSAPs may also want to identify the short-term, intermediate, and/or long-term outcomes, the measures used to determine outcomes, how data will be collected and evaluations conducted, and how data will be presented.

# PROGRAM BRIEFS

## PSAP EDUCATION PROGRAM

### Purpose

In support of the PSAP Education Program, the Board provides funding to primary PSAPs for the purpose of obtaining 9-1-1/GIS specific group education/training opportunities, which are primarily located within the commonwealth and provided by non-profit organizations and/or vendors.

### Funding Allocation

Approved grants in this program will receive funding from the PSAP Grant Program before any other funding priority. PSAPs have two funding options per twelve-month cycle. One, a primary PSAP may receive up to \$2,000 to use towards allowable individual 9-1-1/GIS specific group education/training opportunities. And two, a primary PSAP may receive up to \$3,000 to use towards multi-jurisdictional 9-1-1/GIS specific group education/training opportunities. These grant awards are for twelve months only and are not eligible for a grant extension.

Multi-jurisdictional PSAP Education projects require that one eligible primary PSAP act as the "host" for the initiative. The "host" will be the fiscal agent responsible for fulfilling all grant requirements.

PSAPs may receive an award for an individual PSAP Education Program grant and participate in a multi-jurisdictional PSAP Education Program grant in the same grant cycle. However, the multi-jurisdictional PSAP Education Program grant award cannot be used to supplement an individual PSAP Education Program grant award that has been exhausted during the grant award period.

### Program Concept

This program will fund registration/training fees, lodging, travel assistance (for VA APCO, VA NENA, and VAMLIS state conferences only), and M & IE (meals and incidental expenses for all other conference and training opportunities) and required training course material only. Reimbursement for travel assistance and M & IE requires an overnight stay. Reimbursement information is available from the ISP website at <http://www.vita.virginia.gov/isp/default.aspx?id=8578>. Reimbursement will only be made at the posted rate effective on the date of the training, plus applicable state and occupancy taxes based on the Commonwealth of Virginia Travel Guidelines.

## **Goals and Objectives**

The PSAP Education Program is designed so that all primary PSAPs will 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.

## **Implementation**

The PSAP Education Program uses a cost recovery method of funding. In the Comprehensive Project Description section of the PSAP Education Program (PEP) grant application, the applicant will provide a reasonable estimate of the funds to be used. The grantee will pay the costs of all allowable expenses. Within 30 calendar days of the end of the education/training event (or next business day if the 30<sup>th</sup> day falls on a weekend or holiday), the grantee must submit hotel receipts, conference receipts, online education/training payment documentation (including a dated certificate of completion for any online training received), and/or a detailed invoice for all allowable expenses in association with an education/training opportunity. Receipts are not required for meal reimbursement. Registration documentation is not an acceptable form of documentation. If the request for reimbursement is not submitted within the allotted 30 calendar days, the Board has determined that reimbursement cannot be provided.

PEP grant payment requests received without all required receipts will be considered null submissions after 30 days of notification and non-receipt of required documentation. In addition, grant payment requests will be held until all required financial and/or grant progress reports, or other Board required information, are received.

## **Outcomes/Evaluation**

Primary PSAPs shall describe in the PSAP Education Program grant application an evaluation plan to determine whether or not identified PSAP training objectives have been achieved.

# NG9-1-1 PROGRAM

## Purpose

In support of the NG9-1-1 Program, the Board provides funding to primary PSAPs for non-recurring costs associated with the deployment of NG9-1-1 projects as follows: funding based on the number of participating primary PSAPs for multi-jurisdictional CHE; fixed funding for individual PSAP CHE; full funding for allowable NG9-1-1 GIS items; and, fixed funding per PSAP for CAD. The Board will also provide funding for primary PSAPs to utilize in physical consolidation projects.

## Funding Amount

Multi-jurisdictional CHE projects are eligible for up to \$200,000 for each participating PSAP. There is no limit on the number of PSAPs that can participate. Individual PSAP CHE projects and CAD projects are eligible for up to \$150,000 and \$75,000 in funding, respectively. In addition, PSAPs are eligible for full funding for allowable NG9-1-1 GIS items based on criteria and thresholds established by the Board and up to \$500,000 for an initial physical consolidation.

## Program Concept

Grant funds may be requested for the following: CHE; NG9-1-1 GIS; CAD; and, physical consolidations.

## Goals and Objectives

Primary PSAPs that submit funding requests for projects shall include in their application the goals and objectives relevant to the purchase of equipment and/or services.

## Implementation

Primary PSAPs shall provide an implementation plan in their application that includes estimated completion dates for all applicable phases of the project.

## Outcomes/Evaluation

Primary PSAPs shall describe in the Evaluation Plan section of the grant application an evaluation plan that demonstrates that the project goals and objectives have been achieved.

## APPENDIX

### APPENDIX A: RANK/PRIORITY

The use of state purchasing contracts is not required, but encouraged. State Contracts can be accessed from [VITA's website](#).

Rank	Priority
1	PSAP Education Program
2	Shared Services NVS Call Handling Equipment (CHE)
3	Individual NVS Call Handling Equipment (CHE)
4	NG9-1-1 GIS
5	Mapping System
6	CAD
7	Physical Consolidation

## APPENDIX B: NG9-1-1 DEPLOYMENT ASSESSMENT GIS DATA READINESS

Since GIS data is a critical to NG9-1-1 call delivery, VITA has provided MSAG/ALI/GIS analysis results back to each PSAP. These data quality checks were performed in 2016Q3, and included MSAG, ALI and GIS layers for road centerlines and address points. The GIS checks were performed again using 2017Q1 data and show the level of improvement since the initial checks.

While all of these QC checks are valuable for improving the data quality of these datasets, the items below are the focus of FY19 grant funding for NG9-1-1 GIS data cleanup projects. The scope of data cleanup projects should be focused on the checks where a PSAP has not yet met their target rates. Once NG9-1-1 projects have completed, it will be required to demonstrate that the match rates have been achieved.

NOTE: Additional checks will likely be required by the NG9-1-1 service provider, once that provider has been selected, however, the purpose of FY19 NG9-1-1 GIS Data cleanup projects is to prepare PSAPs as much as possible so a baseline level of readiness can be achieved prior to that point.

Focus Area	ALI to GIS QA/QC Checks Source: 2016Q3 Analysis	Eligible for work in NG9-1-1 GIS grant if discrepancy rate is greater than
1	ALI to AP match	2% (Goal: >98% Match Rate)
2	ALI to RCL match	2% (Goal: >98% Match Rate)
3	ALI to AP match with spelling incorrect	2% (Goal: >98% Match Rate)
4	ALI to RCL match with spelling incorrect	2% (Goal: >98% Match Rate)

<b>Focus Area</b>	<b>GIS Analysis Checks: Road Centerline Source: 2017Q1 Analysis</b>	<b>Eligible for work in NG9-1-1 GIS grant if discrepancy rate is greater than</b>
5	RCL with duplicate address ranges	1% (Goal: >99% Match Rate)
6	RCL with left side overlapping address range	1% (Goal: >99% Match Rate)
7	RCL with right side overlapping address range	1% (Goal: >99% Match Rate)
8	RCL with non-standard street name attributes	1% (Goal: >99% Match Rate)

<b>Focus Area</b>	<b>GIS Analysis Checks - Address Point Source: 2017Q1 Analysis</b>	<b>Eligible for work in NG9-1-1 GIS grant if discrepancy rate is greater than</b>
9	AP is duplicate, no street name or street number	1% (Goal: >99% Match Rate)
10	AP does not geocode to RCL	2% (Goal: >98% Match Rate)
11	AP / RCL Street Name Mismatch	1% (Goal: >99% Match Rate)