

Purpose: Assist applicants of the 2024 Public Safety Answering Point (PSAP) Operations Grant to completely fill out the associated application spreadsheets.

Target Audience: County government within New York State requesting funding for the benefit of the county as a single entity. Applications must be submitted by a county government. (The five boroughs which comprise New York City [Bronx, Kings, Queens, New York, and Richmond] must apply as a single entity.)

Steps:

Step 1. Enter County Name

Step 2. Enter the number of PSAP's within the applicant County. Include Federal, State, County, Municipal, Town and Entities, such as University, Military Base, Campus Facility managed PSAP's. This is a total number provided in column D, row 12.

General Definitions:

Primary PSAP - As defined by the Federal Communication Commission (FCC): A primary PSAP is defined as a PSAP to which 911 calls are routed directly from the 911 Control Office, such as a selective router of 911 tandem.

Secondary PSAP - As defined by the FCC: A secondary PSAP is defined as a PSAP to which 911 calls are transferred from a primary PSAP.

Tertiary Dispatch Center - Is an answering point or dispatch point which is not a Primary 911 PSAP or Secondary 911 PSAP, it has no 911 trunks servicing it, but provides a critical public safety dispatch function in the jurisdiction. For example: (University public safety dispatch, military facilities, etc.)

Call Volume - Is the total number of calls received via 911 or published 7 - digit emergency numbers, including alarm lines, collectively in all PSAPs in a county.

A Call-taking Equipment Position - Is the customer premise equipment by which 911 calls are answered and responded to.

PSAPs Operated by the Department of Defense (DOD) - Include those on military installations, include the National Guard.

PSAPs Operated by the Department of Interior - Include the National Park Service.

MLTS Calls - Multi-line Telephone Systems Calls

Step 3. Under “Contact Information” for **EACH** position enter the following information:

Name

Title

Agency

Work Address

Phone Number – This should be a direct number.

Email Address – This should be a direct email that is **NOT** a group inbox or assistant’s email.

Step 4. Go to (Data Aggregation Tab).

Step 5. Enter the PSAP name for **each** PSAP.

Step 6. Enter the location address for **each** PSAP, include the city and zip code.

Step 7. Enter the point of contact for **each** PSAP; this person must be a supervisor or higher.

Step 8. Enter the point of contact’s title for **each** PSAP.

Step 9. Enter the **direct** phone number for point of contact for each PSAP.

Step 10. Enter the **direct** email address of each point of contact for each PSAP.

Step 11. Enter the 24/7 non-emergency number for each PSAP.

Step 12. Enter one of the following types for each PSAP¹: Select one of the following for each PSAP column: Primary, Secondary, Tertiary Dispatch, Backup. See glossary for definitions.

Step 13. Answer for each PSAP if it is the **first** to receive a wireless 911 call from a wireless subscriber. Do not include transfers to you. Select: “YES” or “NO” for each PSAP column.

Step 14. Answer for each PSAP whether it is the **first** to receive a landline 911 call from a telephone subscriber. Do not include transfers to you. Select: “YES” or “NO” for each PSAP column.

Step 15. Select for each PSAP which entity manages the PSAP, select from the following: Department of Defense, Department of the Interior, State, County, Town/Municipality, Entity such as University or Military.

Step 16. Provide for each PSAP the manufacturer name and product name for the Phone system(s) utilized at each PSAP(s). (Enter the product/manufacture name and

¹ A Primary PSAP is one to which 911 calls are routed directly from the 911 Control office. A secondary PSAP is one to which 911 calls are transferred from a Primary PSAP. See National Emergency Number Association (NENA), Master Glossary of 9-1-1 Terminology at 174 (June 22, 2021), https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards-archived/nena-adm-000.24-2021_final_2.pdf.

version in the "Comments" column at the bottom of the column.)

Step 17. Provide for each PSAP the total 911 individual call-taking equipment positions.

Step 18. Enter how many full time telecommunicators there are in each PSAP when fully staffed, fill out the columns as necessary. *Based on Budgeted positions, not necessarily currently employed. *

Step 19. Enter how many full time telecommunicators there are currently employed within each PSAP, fill out the columns as necessary.

Step 20. Enter how many part-time telecommunicators there are in each PSAP when fully staffed, fill out the columns as necessary. *Based on Budgeted positions, not necessarily currently employed. *

Step 21. Enter how many part-time telecommunicators there are currently employed within each PSAP, fill out the columns as necessary.

Step 22. Enter the estimated total costs for each PSAP listed to provide 911 Services. (Total cost includes, but not limited to, costs directly related to PSAP 911 operations, such as dispatchers' salaries, training, maintenance costs of 911 center, telephony system, lease lines, routing, switching, and software.)

****For Steps 23 through 28 documentation will need to be provided with the application** Acceptable documentation would include a call summary printout. Please provide supporting documentation attached with your application to support how your answer was determined or calculated.**

Step 23. Enter for each PSAP the number of incoming **wireline** calls directly received via 911 from Jan. 1, 2023, to Dec. 31, 2023. **Provide documentation** to support this answer.

Step 24. Enter for Each PSAP the number of incoming **wireless** calls directly received via 911 from Jan. 1, 2023, to Dec. 31, 2023. For Secondary PSAP associated with the primary PSAP use Primary PSAP to document call volume. Enter **0** if PSAP does not directly receive and answer wireless calls. **Provide documentation** to support this answer.

Step 25. Enter for each PSAP the **total number of annual incoming number of (VOIP) calls** directly received via 911 if not already included within **Step 23's** recorded number. Jan. 1, 2023, to Dec. 31, 2023. **Provide documentation** to support this answer.

Step 26. Enter for each PSAP the **total number of annual incoming number of (MLTS) calls** directly received via 911 if not already included within **Step 23's** recorded number. Jan. 1, 2023, to Dec. 31, 2023. Provide documentation to support this answer.

Step 27. Enter for each PSAP the **total number of annual text-to-911** directly received via 911 from Jan. 1, 2023, to Dec. 31, 2023. **Provide documentation** to support this answer.

Step 28. Enter for each PSAP the **total number of incoming number of calls directly received via 10-digit number lines (Non-Emergency Lines)** from Jan. 1, 2022, to Dec. 31, 2022. **Provide documentation** to support this answer.

Step 29. Enter each PSAP that **utilizes** an Automate Secure Alarm Protocol (ASAP).

Step 30. Go to the Questions tab.

Step 31. Does the applicant county have a county-wide operational 911 Emergency Notification System? Choose one of the following in the drop down: “No”, “Airbus Communicator”, “CodeRed”, “Everbridge Emergency Notification System”, “Hyper-Reach Emergency Notification System”, “Notify NYC”, “NY Alert”, “Rapid Notify or Rave Alert”, “Rave Mobile Safety”, “Reverse 911”, “Swift911”, “Other”. For other please utilize the comments tab to explain.

Step 32. Please provide the manufacturer name, product name, and version of the CAD Systems the applicant county utilizes for each PSAP in the County. Select CAD System name from the dropdown list. For other or not in the list please utilize the comments tab to explain.

Step 33. Is the applicant county actively updating the NYS GIS Street and Address Maintenance (SAM) database? Enter “YES” or “NO”.

Step 34. Is the applicant county routinely utilizing Contributor to assist the NYS GIS Program Office (GPO) with Streets and Address Maintenance (SAM) or routinely providing updates to street names, address ranges and address point location under a different arrangement with the GPO? Enter “YES” or “NO”.

Step 35. Please enter the total amount of funds collected by the county (or NYC) in the Wireless Communications Surcharge for 2022 pursuant to New York Tax Law 186(g).

Step 36. Complete the corresponding Attestation Document.

-Ensuring that all Items are checked off and Signature Section is signed and completed in its entirety.

Step 37. **Save all requested materials before submitting** all materials via E-Grants. *Refer to E-Grants guide for assistance with E-Grants or contact your assigned Grants Representative for assistance.

Please refer to the Appendix I: Class of Service Codes & Call Classification for further details on call volume reporting.