



Homeland Security and Emergency Services

2024 Public Safety Answering Point (PSAP) Operations Grant Program: Application Resubmission

Frequently Asked Questions (FAQs)

*(New and/or Updated FAQs are Highlighted in Red;
Please Check the DHSES Website Frequently for Updates)*

I. Due Date and Application Instructions

- 1) Question: What is the application due date for the resubmission of the 2024 Public Safety Answering Point (PSAP) Operations Grant Program?**

Answer: Applications are due to the NYS Division of Homeland Security and Emergency Services (DHSES) on **November 1, 2024**, by 5:00 pm. Applications that are submitted past this date will be disqualified and no extensions will be given.

- 2) Question: How do I resubmit my application for the 2024 Public Safety Answering Point (PSAP) Operations Grant Program?**

Answer: Applications, including the required 2024 PSAP Application Worksheet, the signed Attestation Form and appropriate attachments, must be submitted to Grant.Info@dhses.ny.gov by **November 1, 2024**.

- 3) Question: I have previously submitted my application in the DHSES E-Grants system, do I just need to update the information?**

Answer: NO, your application during this resubmission process is being collected through Grant.Info@dhses.ny.gov. Please **do not** try to adjust your prior application submissions in the DHSES E-Grants system.

- 4) **Question: What will happen if I fail to answer all of the required sections of the application and provide the required documentation?**

Answer: If you fail to answer any of the required sections of the application and do not provide the documentation requested to support your application, it may result in a disqualification of your application and prevent you from receiving an award through these program funds.

Please be sure to refer to the Informational Webinar that has been posted along with the technical guides and additional resources at the following link: <https://www.dhSES.ny.gov/state-funded-programs>.

II. Application Specific Questions

- 1) **Question: For Question 34 regarding the 10-digit number, the Technical Guide states "PSAPs may have a designated phone line that receives calls directly from the NYS Police." Would this include the calls that come in to our 10-digit number for the State Police in addition to the calls from designated phone line?**

Answer: Yes, it would include all 10-digit line calls to the designated phone line.

- 2) **Question: Will the current period of performance for the Public Safety Answering Points (PSAP) Operations Grant Program be extended due to these delays.**

Answer: Yes, the period of performance for the Public Safety Answering Point (PSAP) Operations Grant Program will be January 1, 2024 – December 31, 2025.

- 3) **Question: Where can I get feedback on my previously submitted application?**

Answer: Please view the webinar, which details the information needed, then resubmit your application making sure it meets the requirements as outlined with all the required documentation by 11/1/24.

- 4) **Question: On the Data Aggregation Tab - For agencies that we identify as "Tertiary Dispatch Centers (no direct 911 calls received) are you requesting that we collect info regarding their phone system, telecommunicator/dispatcher counts, and count of calls received via their private 10-Digit number?**

Answer: Yes, that is correct.

- 5) **Question: On the Data Aggregation Tab - For the question regarding who "manages" the PSAP, are you looking for who is overall responsible (e.g. County), or who we contract to operate the PSAP (e.g. City)?**

Answer: We are looking for who is responsible but please provide the individual contact for both as well.

- 6) **Question: In the data aggregation tab, spreadsheet line 22- since it is a two-position backup, would you enter “2” here and then since it is staffed as needed only, would line 23 (actual full time telecommunicators) be zero as those staff would be reflected in the numbers of the main PSAP?**

Answer: For line 22, for a backup PSAP, the number of call-taking positions should be recorded. For line 23, since it is a backup PSAP, it is theoretically not fully staffed day to day, but would be staffed using the primary PSAP’s personnel. So, for the backup center, the number of telecommunicators when fully staffed is zero and actual telecommunicators would also be zero.

- 7) **Question: Another issue surfaced with spreadsheet line 20 (which entity manages PSAP). The dropdown choices in PSAP 1 have six choices, but the dropdowns in the remaining columns have only three and I need to designate “State” in PSAP 4.**

Answer: Please utilize the comments section to record this information.

- 8) **Question: I am filling out the application for the 2024 PSAP grant and came across an issue with step 28 in the technical guide. Steps 23 through step 27 as for calls from Jan 1 to Dec 31, 2023, and step 28 ask for Jan 1 through Dec 31, 2022. My question is what year do you want in step 28?**

Answer: That was an error; all numbers that are being reported in the PSAP grant should be from 2023. Please note that the 2024 PSAP Technical Guide has been updated to reflect 2023.

- 9) **Question: Even after watching the webinar and reading the FAQs, it is unclear if the elements listed below are to be provided by the county with the PSAP resubmission. Can you please let us know either way?**

Answer: Please refer to Page 3 of the 2024 PSAP Technical Guide: “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”. This documentation should support your answers in lines 29-34 of your FY2024 PSAP Application that requests call volume. Within the webinar, there are instructions on how to count your calls.

- 10) **Question: How should we count our PSAP backup center? It is in a separate location, however, is unstaffed unless we need to staff it for backup purposes or for additional dispatcher positions. 911 phone trunks are routed there but “busied out” so that they do not ring at that location unless we “unbusy” them. Would this be a primary, secondary, tertiary or would you consider it an extension of our Main PSAP and not call it a separate PSAP at all?**

Answer: Please select “Backup” from the drop-down list.

- 11) **Question: In the questions tab, #2 calls for the CAD systems used, however the dropdown only allows for a single choice. We have three PSAPs each doing something different. What is the correct way to answer this question?**

Answer: Please utilize the comments section to provide a response.

12) **Question: In the 2024 PSAP grant worksheet, Data Aggregation tab, line 20 “Choose Which Entity Manages the PSAP:” does not have State as a choice. Does this mean the NYSP should be listed as Entity?**

Answer: NYSP still need to be listed as an entity, it can be entered into Row 36 comments.

III. Other

1) **Question: I have additional questions that were not addressed in this Frequently Asked Questions (FAQ) bulletin. Whom should I contact?**

Answer: Questions should be directed in writing to the following email address Grant.Info@dhses.ny.gov. This FAQs bulletin will be updated regularly based on questions that are submitted. Please check the DHSES website (<https://www.dhses.ny.gov/state-funded-programs>) frequently for updates.