



Virginia Department of  
Emergency Management

## PSAP Grant Program

# FY27 PSAP Resiliency Grant Guidelines

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## **INTRODUCTION**

Virginia PSAP Grant Programs financially assist primary PSAPs. Funding is made available through the Code of Virginia and administered by the Board. Funding is limited to those projects that fall within the programmatic areas identified in the guidelines for a fiscal year. As a result, requests from PSAPs for exceptions to the guidelines are discouraged.

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:

... 40 percent of the Fund 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, priority shall be given to grants that support the deployment and sustainment of NG9-1-1.

### **PSAP Grant Committee (PGC)**

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

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 recommends grant guidelines and funding priorities. The Grant Committee will also 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 multiple times a year to evaluate all complete and eligible applications. Furthermore, the committee has the discretion to make case by case evaluations and recommendations for approval or disapproval of all submitted applications.

### **Auditing**

The Board shall audit funding received by all recipients to ensure that it was utilized in accordance with the award requirements. If it is determined that the funding was misused, or if the guidelines were not adhered to, the Commonwealth may take appropriate action to the extent permitted by law, including, but not limited to, requiring the return of the funds. Additionally, past audit experience will be taken into account in connection with any future funding requests. If previous audit findings indicate unresolved issues or noncompliance, the Board reserves the right to reject funding requests until the appropriate corrective actions have been taken and verified.

### **Errors**

If NGS staff discovers that a funding or grant award is not consistent with the grant guidelines, NGS staff will notify the PSAP by email about the error and take corrective action.

## **Definitions**

Primary Public Safety Answering Point – means a PSAP that receives the initial wireless E-911 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.

PSAP Resiliency - The ability of a PSAP to maintain continuous, effective 9-1-1 operations in the face of evolving challenges, disruptions, and/or future demands.

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 commercial mobile radio service (CMRS) providers in its jurisdiction of its intention to receive and process such calls.

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.

# FY27 PSAP RESILIENCY GRANT FUNDING PROGRAM

## Purpose

PSAP resiliency is the ability of a PSAP to maintain continuous, effective 9-1-1 operations in the face of evolving challenges, disruptions, and/or future demands. This includes assessing current capabilities, identifying areas for improvement, and planning strategically to ensure long-term operational stability, adaptability, and service continuity. PSAP resilience encompasses PSAP readiness, cybersecurity, and the ability to evolve with technological and service expectations.

The 9-1-1 Services Board is committed to ensuring a fully functional and resilient 9-1-1 system across Virginia. The FY27 PSAP Resiliency Grant is a two-year grant program aligned with the [PSAP Capabilities and Services Standards](#) document the Board approved in September 2025. It also aligns with the [9-1-1 Comprehensive Plan: 2025-2027](#).

The PSAP must assess its current NG9-1-1 capabilities and services then leverage its baseline to improve resiliency. The *PSAP Capabilities and Services Standards* may be used as a self-directed evaluative guide for PSAPs to establish consistency and standardization. The document may assist PSAPs in evaluating current operations, identifying priority areas, and planning for future needs to enhance resilience. It does not mandate a one-size-fits-all approach but instead provides flexibility for local assessments and planning. Because 9-1-1 is locally managed in Virginia, each PSAP must determine how to meet the minimum standards based on its organization and priorities.

The PSAP Resiliency Grant Program provides funding for initiatives that directly benefit PSAP operations and staff.

The program's six funding categories match the primary focus areas outlined in the *PSAP Capabilities and Services Standards*:

- **9-1-1 and PSAP Operations:** PSAP staff hiring and retention bonuses\*, training for PSAP staff\*\*, membership to PSAP organizations (e.g., APCO, NENA), monthly AT&T bill reimbursement, public outreach and recruitment\*\*\*, promotional supplies, air purifiers, 9-1-1 center renovation (console furniture, carpet, paint, windows, PSAP break room supplies), headsets, wellness platforms to support PSAP staff
- **Technical Systems:** PSAP hardware and software (e.g., CHE, CAD, voice logger, PSAP mapping, RapidSOS, RapidDeploy, Netclock, GPS unit for 9-1-1 addressing, server specifically for the PSAP, and radio

console), tertiary 9-1-1 connection, backup Internet, physical security (e.g., entrance cards, locks), computer refresh, translation services

- **Cybersecurity:** separate network for PSAP systems such as a physically separate or Virtual Private Network (VPN), cyber hygiene and protective controls, computer backup and recovery practices, penetration testing to locate cyber vulnerabilities
- **PSAP Resiliency:** preparation in case of a 9-1-1 outage or power/equipment failure, such as backup system at another site or on the cloud, Telecommunications Service Priority (TSP) of PSAP administrative lines, network redundancy, alternate power such as a back-up generator and wiring/electrical work at the PSAP, go bags in case of an evacuation, migration from carrier diversity to true diversity
- **Data Development, Maintenance, and Support\*\*\*\*:** includes GIS data development for 9-1-1; data synchronization between ALI, MSAG, and GIS
- **Analysis and Planning:** Continuity of operations (COOP) development, NG9-1-1 sustainment planning, strategic planning, evacuation planning

\* Staff hiring and retention bonus requests must not exceed \$1,250 per eligible full-time PSAP employee and \$700 per part-time PSAP employee. PSAP must list in the description the number of authorized full-time and part-time PSAP staff requested. Vacant positions may be included for future employees. Please refer to Appendix 2 on page 14 for additional information and instructions.

\*\* Training for PSAP staff: The FY27 Resiliency Grant covers training requests; however, applying for and utilizing the FY27 PEP (PSAP Education Program) or MJPEP award first is recommended.

\*\*\* Public outreach and recruitment: Not to include food, entertainment, and private events.

\*\*\*\* Data Development, Maintenance, and Support requests: The FY27 Resiliency Grant covers these tasks; however, applying for and utilizing the FY27 GIS & Data Grant Enterprise GIS Software (EGS), Regular Data Maintenance and Data Transfer (RDMDT), Data Transfer Project (DTP), and Data Enhancement Project (DTP) awards first is recommended.

Regional requests: The FY27 Resiliency Grant covers regional requests such as CAD-to-CAD, dark fiber, and shared equipment or services between two or more primary PSAPs; however, applying for and utilizing the FY27 Regional Enhancement or CHE grant award first is recommended.

Maintenance costs associated with the items may be included as long as the invoice date is between July 1, 2026 – June 30, 2028.

If the item you are interested in applying for is not listed, please contact your Outreach Manager.

PSAPs requiring further guidance in assessing their operational needs may use the PSAP Assessment Tool, a structured questionnaire designed to highlight potential areas for improvement.

## **Eligibility**

Any civilian Virginia primary PSAP connected to Next Generation Core Services with a service URI is eligible to apply for this grant program. Eligible entities appear on the maps and lists on the [Virginia Next Generation 9-1-1 Deployment Dashboard](#).

## **Grant Cycle, Applications, and Awards**

Grant programs are available in an award period that runs consistent with the Commonwealth of Virginia's fiscal year. All applications, awards, and reimbursement requests go through [vdem.emgrants.com](http://vdem.emgrants.com). Contact [PSAPGrants@vdem.virginia.gov](mailto:PSAPGrants@vdem.virginia.gov) for assistance.

- The grant application cycle begins on November 17, 2025 and will remain open until 5:00 pm on April 30, 2026. Apply by completing the application process in [vdem.emgrants.com](http://vdem.emgrants.com), checking all applicable boxes, completing the cost lines section, filling out necessary information for organizations and/or GIS service providers, and submitting the form and any required materials through EM Grants.
- A detailed line-item budget of allowable operational items for the proposed PSAP Resiliency project should be entered within the cost lines section of application.
- Applications will be reviewed by the PSAP Grant Committee and approved by the 9-1-1 Services Board.
- Notification of awards will occur via EM Grants.
- The award period is July 1, 2026 to June 30, 2028.
- All grant funds must be expended by the end of the grant award period. The PSAP Resiliency Grant Program grants are not eligible for extensions.

## **Funding Amounts**

The PSAP Resiliency Grant is a two-year grant with funding available between July 1, 2026 – June 30, 2028. Each primary PSAP is eligible to receive up to \$350,000.

## **Grant Award Amendments**

Funding award amendments are not typically issued. If there is a need to change the focus of the project from its original intended use, the PSAP may request the change request as long as the request is within the grant guidelines and budget. The PSAP must submit the request to the Outreach Manager via email for review. If the grantee's request for an amendment to the scope of work is denied, the grantee may appeal the decision to the PSAP Grant Committee for further review. The appeal must be submitted in writing within 30 days of the denial notification.

## **Grant Progress Reports**

The PSAP Resiliency Grant Program awards do not require progress reports.

## **Grant Award Extensions**

The PSAP Resiliency Grant Program award is a two-year grant. Grant award extensions do not apply.

# PAYMENT REQUEST

## Payment Request Process

The program uses a cost recovery method of funding. The grantee will pay the costs of allowable expenses and request reimbursement via [vdem.emgrants.com](http://vdem.emgrants.com).

All VDEM-administered grants are reimbursable programs. This means that costs must first be incurred, paid, and documented before reimbursement can be issued. To ensure timely processing and compliance with state and federal standards, reimbursement requests must include:

- **Source documentation** – such as invoices, receipts, or payroll records.
- **Proof of payment** – any one of the following documents showing that the cost has been paid, including:
  - Canceled check
  - Bank/ACH/EFT confirmation (Automated Clearing House or EFT – Electronic Funds Transfer)
  - Credit card or receipt showing payment cleared

This requirement is based on the **VDEM Grant Processes and Procedures Manual** and aligns with **2 CFR 200.302**, which states that financial management systems must provide records that adequately identify the source and application of funds and that expenditures must be supported by source documentation such as canceled checks or paid bills.

**Note:** If you anticipate challenges with covering costs up front or providing proof of payment documentation, please contact VDEM staff as soon as possible to discuss available options or additional guidance.

In the event that additional documentation is required from the grantee to process the payment reimbursement request, the Program Manager shall make the first contact with the grantee to request the information. Generally, such requests will be made via notes in the EM Grants system or email but can be made by telephone if it is easier to secure documentation. The Outreach Manager for the locality will be copied on the request and follow up emails. The payment request will be held until the additional information is provided and not be partially paid, unless requested by the PSAPs.

- If the required information is not received from the grantee within ten (10) business days of the request for additional information, the Program Manager will alert the Outreach Manager for that locality to follow up with the grant recipient. The Outreach Manager will contact the grant recipient to determine the cause of the delay in response and

work with the Program Manager to determine a path forward to getting the required information or rejecting the request.

- If the required information is not received by the Program Manager within twenty (20) business days of the request for additional information, the Program Manager will alert the PSC Coordinator. The PSC Coordinator will determine if additional action is necessary.
- If the required information is not received by the Program Manager within thirty (30) business days of the request for additional information, the Program Manager will summarily reject the payment reimbursement request with an email to the grantee, asking them to resubmit the request when all of the required information is available.

Reimbursement payment requests received without all required receipts will be considered null submissions after 30 business days of notification and non-receipt of required documents.

### **Grant Award Closure**

The PSAP Resiliency Grant closes when all funds are spent or when the last reimbursement request is submitted no later than July 31, 2028 with the last invoice dated June 30, 2028 or earlier. Any remaining balance will automatically return to the wireless fund.

### **Termination or Suspension of Grant**

If the submitted scope of work is not completed as outlined in the approved grant proposal, the 9-1-1 Services Board reserves the right to require the return of all or part of the disbursed funds. Should the grantee fail to implement the project as agreed, or if the project is abandoned or delayed beyond the award period, the 9-1-1 Services Board may initiate a process to recover the funds. The grantee will be notified in writing of the requirement to return the funds, with repayment due within a timeframe established by the 9-1-1 Services Board. Failure to comply may result in the Commonwealth taking appropriate legal action, including but not limited to, the recovery of the fund.



## APPENDIX 1: Virginia Primary Public Safety Answering Points as Identified by the 9-1-1 Services Board

Region	PSAP Name
7	Alexandria Department of Emergency and Customer Communications 911/311
6	Alleghany County Sheriffs Office
1	Amelia County Sheriffs Office
3	Amherst County Emergency Communications
3	Appomattox County Public Safety
7	Arlington County Emergency Communications Center
3	Augusta County Emergency Communications Center
6	Bath County Sheriffs Department
6	Bedford Communications
4	Bland County Sheriff
6	Botetourt County Emergency Communications Center
4	Bristol 9-1-1 Communications
1	Brunswick County Sheriffs Department
4	Buchanan County 911
3	Buckingham County Sheriffs Office
3	Campbell County Communications
2	Caroline County 9-1-1
1	Charles City County Sheriff
3	Charlotte County Sheriffs Office
3	Charlottesville - UVA - Albemarle County ECC
5	Chesapeake Police Communications
1	Chesterfield County ECC
2	Clarke County 9-1-1
1	Colonial Heights 9-1-1 Communications
6	Covington Emergency Communications Center
6	Craig County Sheriffs Office
2	Culpeper County Public Safety Communications Center
3	Cumberland County Sheriff
6	Danville Fire Department Emergency Communications
4	Dickenson County Communications Center
1	Dinwiddie County Fire And EMS
5	Eastern Shore Va 9-1-1 Communications Center
1	Emporia Police Department
1	Essex County Sheriffs Office
7	Fairfax County Public Safety Communications Center
3	Farmville Emergency Communications
2	Warrenton-Fauquier Joint Communications Center

6	Floyd County Sheriffs Office
3	Fluvanna County Sheriff
5	Franklin Police Department
6	Franklin County Communications Center
2	Frederick County Department Of Public Safety Communications
2	Fredericksburg City Police Department
4	Giles County Sheriff Office 911 Center
5	Gloucester County Sheriff
1	Goochland County Sheriffs Office
2	Greene County Sheriff
1	Greensville County Sheriffs Office
3	Halifax County E911communications
5	Hampton Police Communications
1	Hanover County Emergency Communications Center
3	Harrisonburg Rockingham Emergency Operations Center
1	Henrico County Police Department
6	Highland County PSAP
1	Hopewell Police Communications
5	Isle Of Wight County Sheriffs Office
1	King And Queen County Sheriffs Office
2	King George County Sheriff
1	King William County Sheriff
5	Lancaster County Sheriffs Office
4	Lee County E-911
7	Loudoun County 9-1-1
2	Louisa County Sheriff
3	Lunenburg County Sheriff
3	Lynchburg Department Of Emergency Services
2	Madison County E911
7	Manassas City Police Communications
7	Manassas Park Police Communications
6	Martinsville-Henry County 9-1-1
5	Mathews County
3	Mecklenburg E9-1-1 Communication
5	Middlesex County Sheriffs Office
3	Nelson County Emergency Communications
1	New Kent County Sheriffs Office
6	New River Valley Emergency Communications Regional Authority
5	Newport News Police
5	Norfolk City Emergency Services
5	Northumberland County Sheriffs Office
4	Norton 9-1-1 Communications
1	Nottoway County Sheriff



2	Orange County Emergency Communications Center
2	Page County Emergency Operations Center
6	Patrick County Sheriff
5	Peninsula Regional Emergency Communications Center
1	Petersburg Police Communications
6	Pittsylvania County Emergency Operations Center
5	Portsmouth Police Communications
1	Powhatan County Emergency Services
1	Prince George County Police Department
7	Prince William County Public Safety Communications
4	Pulaski County Joint 911 Communications Center
4	Radford City Police Department
2	Rappahannock County Sheriff
1	Richmond Department Of Emergency Communications
5	Richmond County Sheriffs Office
6	Roanoke City Communications
6	Roanoke County Emergency Communications
6	Rockbridge Regional Public Safety Communications Center
4	Russell County Sheriffs Office
6	Salem Police Communications
4	Scott County
2	Shenandoah County Emergency Communications
4	Smyth County 9-1-1
5	Southampton County Sheriff
2	Spotsylvania Emergency Communications
7	Stafford County Sheriffs Communications
3	City Of Staunton Police Department 911 Center
5	Suffolk Police Department
5	Surry County Sheriff
1	Sussex County Sheriffs Office
4	Tazewell County 9-1-1
4	Twin County E9-1-1
5	Virginia Beach Emergency Communications And Citizen Services
2	Warren County Sheriffs Office
4	Washington County Communications
3	Waynesboro Emergency Operations Center
5	Westmoreland County Sheriffs Office
2	Winchester Police Department Emergency Communications
4	Wise County
4	Wythe County Emergency Communications Center



## **APPENDIX 2: Staff Recognition Funding**

### **Purpose**

Provide one-time funding to primary PSAPs, as recognized by the Virginia 9-1-1 Services Board, to enable them to recognize and retain their telecommunicators.

### **Funding Allocation**

PSAPs may request up to \$1,250 for each full-time grant eligible position and \$700 for each part-time grant eligible position. The amount may include taxes; however, the total must not exceed the maximum amount.

### **Program Concept**

The 9-1-1 Services Board wants to demonstrate its support for the 9-1-1 community and help to alleviate staffing challenges by providing one-time PSAP Resiliency Grant funding to PSAPs to enable them to recognize and retain their telecommunicators.

Grant eligible position categories

- A. Authorized full-time 9-1-1 dispatcher/telecommunicator positions, including vacancies
- B. Authorized full-time PSAP managers, supervisors, and administrative employees who are certified and actively work on the 9-1-1/operations floor as part of their primary duties or as required during staffing shortages or emergencies
- C. Authorized part-time 9-1-1 dispatcher/telecommunicator positions

## Implementation

PSAPs may apply for one-time funding during the July 1, 2026 – June 30, 2028 award period. Each eligible PSAP employee may receive funds from this grant program no more than once. The EM Grants application must include the number of agency-authorized employees for each category, funding amount requested for each category, and total funding amount requested. The request must not exceed \$1,250 for each full-time and \$700 for each part-time employee.

### Payment Request Process

Grantees must certify that the items included in the staffing recognition project plan were completed as a condition for reimbursement. Certification from local CFO confirming staffing recognition plan implementation is also required for reimbursement. Grant is not intended to supplement other funding/grant programs that benefit telecommunicators.

In order to receive reimbursement, the grantee must submit the following during the grant award period:

Element	All Payment Requests Except the Final Request	Final Payment Request
<b>Completed reimbursement request in EM Grants</b>	Yes	Yes
<b>Copy of invoice itemizing total payment amounts and number of employees for each category that received staffing recognition payment.</b>	A. Authorized full-time 9-1-1 dispatcher/telecommunicator positions B. Authorized full-time PSAP managers, supervisors, and administrative employees who are certified and actively work on the 9-1-1/operations floor C. Authorized part-time 9-1-1 dispatcher/	A. Authorized full-time 9-1-1 dispatcher/telecommunicator positions B. Authorized full-time PSAP managers, supervisors, and administrative employees who are certified and actively work on the 9-1-1/operations floor C. Authorized part-time 9-1-1 dispatcher/



	telecommunicator positions	telecommunicator positions
<b>Certification from local CFO that the listed number of employees received payment</b>	Yes	Yes

Grant payment requests will be held until all required information is received in EM Grants.