

911 Grant Program PERFORMANCE CLOSEOUT REPORT

| RECIPIENT & AWARD INFORMATION | |
|---|---------------------------------|
| 1. Recipient Organization Name & Address: | |
| 2. Federal Award Number: | 3. Award Period of Performance: |
| 4. Federal Award Total: | 5. Recipient Match Total: |

1. PROJECT GOALS

Please describe the goal(s) you established in your grant application or project plan. What did you plan to achieve by the end of the grant period of performance (August 9, 2019 to March 31, 2022)? *Example: The goal of my 911 grant-funded project was to upgrade CPE for half of the PSAPs in the State (60 PSAPs total).*

2. PROJECT MILESTONES

Please describe key project implementation milestones achieved during the grant period of performance (August 9, 2019 to March 31, 2022).

3. CHALLENGES AND LESSONS LEARNED

Please describe any project implementation challenges you faced throughout the grant period of performance and how your approach and timeline was impacted by these challenges. Describe specific lessons learned from designing and implementing your grant-funded project.

4. FUTURE NG911 IMPLEMENTATION

Please reflect on any future needs to successfully implement NG911. What challenges do you anticipate in order to complete your overall State or Tribal NG911 implementation plan (beyond your grant-funded project)?

5. 911 GRANT PROGRAM-WIDE ACCOMPLISHMENTS

The purpose of the 911 Grant Program is to support the transition of PSAPs and their interconnecting 911 network and core services; to facilitate migration to a digital, IP-enabled emergency network; and adoption and operation of NG911 services and applications.

For 5a.- 5i. of the 911 Grant Program accomplishments below select:

- **YES** for each accomplishment your project(s) achieved (in any capacity).
- **NO** for each accomplishment your project(s) strived to achieve but was ultimately unsuccessful.
- **N/A** for each accomplishment that is not applicable to your project(s). (For example, if you did not use grant funds for any cybersecurity-related activities, you would mark N/A for 5c. “identify cybersecurity vulnerabilities”).

| 5a. | YES | NO | |
|--|-----|----|-----|
| Did the 911 Grant Program help your State or Tribal jurisdiction transition to NG911? | | | |
| If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished. | | | |
| 5b. | YES | NO | N/A |
| Did the 911 Grant help to train and prepare telecommunicators and/or public safety professionals for the implementation of NG911? | | | |
| If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished. | | | |

| 5c. | YES | NO | N/A |
|--|-----|----|-----|
| Did the 911 Grant help to identify cybersecurity vulnerabilities? | | | |
| If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished. | | | |
| 5d. | YES | NO | N/A |
| Did the 911 Grant help your State or Tribal jurisdiction to access or improve GIS data? | | | |
| If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished. | | | |
| 5e. | YES | NO | N/A |
| Did the 911 Grant help your State or Tribal jurisdiction to migrate PSAPs to an IP-enabled emergency network? | | | |
| If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished. | | | |

| 5f. | YES | NO | N/A |
|--|-----|----|-----|
| <p>Did the 911 Grant help your State or Tribal jurisdiction to adopt NG911 equipment, services and applications?</p> | | | |
| <p>If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.</p> | | | |
| 5g. | YES | NO | N/A |
| <p>Did the 911 Grant increase the ability for PSAPs to share caller data or facilitate automatic call transferring and processing by other 911 call centers?</p> | | | |
| <p>If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.</p> | | | |
| 5h. | YES | NO | N/A |
| <p>Did the grant help prepare PSAPs to transition to NG911 that otherwise would have remained at a legacy 911 service level? Please indicate below if any of these counties were located in rural or underserved areas.</p> | | | |
| <p>If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished.</p> | | | |

| 5i. | YES | NO |
|---|-----|----|
| Did the grant help achieve any other NG911 accomplishments other than those listed above? For example, did your grant-funded project result in the completion of a state NG911 plan or readiness assessment? | | |
| If YES, describe how you know the grant helped to accomplish this program-wide goal for your State/Tribe. If NO, describe the challenges and why the goal could not be accomplished. | | |

6. 911 GRANT-FUNDED ACTIVITIES & PROJECT METRICS

In the following section, please identify the metrics you established and tracked to assess program implementation for your grant-funded activities. The following table also includes commonly identified metrics examples for activities conducted under the grant.

If your grant included any of the Activity Categories listed below, please provide a response for the Program-Wide Common Metrics Example(s) or any other metric your agency established and tracked for the grant-funded activity.

If your grant-funded activity and related data metrics are not represented in the Activity Categories below, please leave these Activity Categories blank and use the OTHER space to provide the Activity Category that is applicable for your grant funded project, as well as the established metrics and the quantity or percentage achieved during the grant period of performance (August 9, 2019 to March 31, 2022).

| Activity Category | Quantity or Percentage of Metric | Program-Wide Common Metrics Example |
|-------------------|----------------------------------|---|
| Cybersecurity | | Number of cybersecurity assessments completed |
| | Quantity or Percentage of Metric | Your Established Metrics |
| Cybersecurity | | |
| Cybersecurity | | |

| Activity Category | Quantity or Percentage of Metric | Program-Wide Common Metrics Example |
|-------------------------------|----------------------------------|---|
| NG911-Focused Training | | Number of telecommunicators and other public safety personnel trained |
| NG911-Focused Training | | Number of training courses conducted |
| | Quantity or Percentage of Metric | Your Established Metrics |
| NG911-Focused Training | | |
| NG911-Focused Training | | |
| Activity Category | Quantity or Percentage of Metric | Program-Wide Common Metrics Example |
| GIS Data | | Number of PSAPs operating with enhanced GIS data |
| GIS Data | | Number of counties improving GIS data |
| GIS Data | | Percentage of State operating with upgraded GIS data |
| | Quantity or Percentage of Metric | Your Established Metrics |
| GIS Data | | |
| GIS Data | | |

| Activity Category | Quantity or Percentage of Metric | Program-Wide Common Metrics Example |
|---|----------------------------------|--|
| Equipment Upgrades | | Number of PSAPs that received NG911 compatible equipment |
| Equipment Upgrades | | Number of workstations using upgraded equipment |
| Software or Application Upgrades | | Number of software or application licenses issued |
| | Quantity or Percentage of Metric | Your Established Metrics |
| Equipment Upgrades | | |
| Software or Application Upgrades | | |
| Activity Category | Quantity or Percentage of Metric | Program-Wide Common Metrics Example |
| ESInet Migration | | Number of PSAPs migrated to an ESInet |
| ESInet Migration | | Number of counties migrated to an ESInet |
| ESInet Migration | | Percentage of the State migrated to an ESInet |
| | Quantity or Percentage of Metric | Your Established Metrics |
| ESInet Migration | | |
| ESInet Migration | | |

| Activity Category | Quantity or Percentage of Metric | Program-Wide Common Metrics Example |
|-------------------------------------|----------------------------------|---|
| Next Gen Core Services | | Number of PSAPs operating live on Next Gen Core Services |
| Next Gen Core Services | | Number of counties operating live on Next Gen Core Services |
| | Quantity or Percentage of Metric | Your Established Metrics |
| Next Gen Core Services | | |
| Next Gen Core Services | | |
| Activity Category | Quantity or Percentage of Metric | Program-Wide Common Metrics Example |
| Planning for NG911 Readiness | | Number of readiness assessments or surveys completed |
| | Quantity or Percentage of Metric | Your Established Metrics |
| Planning for NG911 Readiness | | |
| Planning for NG911 Readiness | | |
| Activity Category (OTHER) | Quantity or Percentage of Metric | Metrics |
| | | |
| | | |

Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

Printed Name and Title of Authorized Certifying Official:

Signature of Authorized Certifying Official:

Telephone:

Email:

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