

Expanded FY2009/FY2010 PSAP Data Validation Process

Introduction/Purpose

The purpose of this document is to identify the process to validate the PSAP data provided in FY2009 and FY2010. The need for this validation was identified in the FY2010 audit conducted by the Auditor of Public Accounts (APA). In their report, the APA found:

“Management does not validate the PSAP call and expense data submissions to determine funding allocations. Management uses this data to complete the annual allocation of PSAP reimbursements for E-911 Fund supported operating costs, which was \$23.4 million for fiscal year 2010.

“Our review of fiscal year 2010 and 2011 PSAP allocation calculations found a number of other PSAPs which submitted call and expense data with large fluctuations from prior periods. Management did not research these variances before allocating funds to the PSAPs.”

The FY2010 allocation is based on FY2009 call and cost data and the FY2011 allocation on FY2010 data. Since the APA has questioned other “large fluctuations,” a process is needed to validate all such variances. This is especially important if the E-911 Services Board intends to average prior allocations to level out some of the year-to-year fluctuations that can occur.

Initial Validation

While the APA identified “large fluctuations,” the report did not define what was considered to be large. At their July 14, 2011 meeting, the E-911 Services Board directed staff to develop a method for selecting a sampling of PSAPs for validation of FY2009 and FY 2010 data. As a result, initial validations were conducted for 49 PSAPs for FY2009 data and 56 in FY2010 as part of this sampling. The results of this validation showed error rates of 73.5% and 71.4%, respectively.

Expanded Validation

At their January 12, 2012 meeting, the Board discussed the initial validation and the resulting error rate. Following the recommendation of the Board's Finance Committee, the Board resolved that all PSAPs must now complete a true-up validation for FY2009 and FY2010. PSAPs that participated in the initial validation do not have to provide any additional information unless they would like to correct any information provided or to challenge staff's review of the information they already provided. PSAPs that received the minimum of \$40,000 in FY2010 can choose to opt out of the FY2010 validation if they are willing to accept that minimum level of funding. Any PSAP near the \$40,000 threshold is encouraged to complete the validation as it may result in the PSAP exceeding the minimums. Since the minimum level of funding did not exist in FY2009, all PSAPs must validate their data that have not already done so.

Validation Process

All PSAPs that have not already validated their FY2009 or FY2010 data will receive a validation form listing the data received for the fiscal year(s) being validated. The form will list the five data elements used in the distribution formula, total call count, wireless call count, recurring equipment cost, personnel costs and IT/GIS support costs. The form will also provide a space for any of these figures to

be corrected. On the FY2010 form, if the PSAP is eligible to opt out due to the level of funding, this will be identified on the form with instructions on how to opt out.

The person from the PSAP completing form must attach supporting documentation for those figures and return it to VITA staff. The key to the validation process will be the review and acceptance of this supporting documentation. Unfortunately, experience under the old cost recovery system of the Board indicates that the types and forms of supporting documentation are varied from PSAP to PSAP. The following is a list of documentation that is typically acceptable, but this should not be considered an all inclusive listing:

- Local Financial/Expenditure Reports
- Payroll Logs (removing personal identification information)
- Paid Invoices
- Receipts
- Credit card statements
- Purchase orders
- Call Accounting System reports
- 9-1-1 Service Provider traffic studies

Typically not acceptable would be electronic mails, contracts, RFP response or other documents that do not necessarily show the amount actually paid by the locality. Any PSAP having questions about the sufficiency of their available documentation or difficulty accessing documentation should contact VITA regional staff.

The preferred method of submission is to scan the form and supporting documentation and submit it by electronic mail to your VITA regional staff. Please use black and white scanning to keep the file size of the scan to a minimum. The following is contact information for each regional staff member:

Lyle Hornbaker – Region 5 - (804) 545-9970 - lyle.hornbaker@vita.virginia.gov – fax (804) 545-9131

Sam Keys – Regions 1, 2 (east), 7 - (804) 601-2407 - sam.keys@vita.virginia.gov – fax (804) 601-2796

Stefanie McGuffin – Regions 3, 2 (west), 6 (east) - (540) 579-4459 - stefanie.mcguffin@vita.virginia.gov – fax (540) 751-3155

Tim Addington – Regions 4, 6 (west) - (276) 451-2803 - timothy.addington@vita.virginia.gov – fax (276) 451-2469

A map of the coverage areas is available online at: <http://www.vita.virginia.gov/isp/default.aspx?id=8386>

If you need to fax the documentation or have any problems submitting your documentation, please contact your regional coordinator. They will help you get it submitted on time.

Upon receipt, VITA staff will acknowledge receipt and review the information submitted. If any of the data is modified by the PSAP, VITA staff will determine if the change would have impacted the level of funding the PSAP actually received. Some changes may not have impacted the funding level especially if the PSAP remains below the established funding minimums. VITA staff will notify any PSAP that would have a change in funding as a result of the changed information provided.