



pennsylvania
EMERGENCY MANAGEMENT AGENCY

9-1-1 OFFICE

**FY 2014-2015
Funding Eligibility List**

Effective July 1, 2014

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I. Purpose

This document was developed to aid counties/cities in the process of submitting funding requests to the 9-1-1 Office. The content herein identifies and defines those products or services that are considered eligible for funding along with an estimated lifecycle and average cost of those products or services.

Based on the statutory language, the 9-1-1 Office has developed a methodology of processing the requests for funding from counties/cities operating a recognized 9-1-1 system. The requests must be submitted annually at a timeline established by the 9-1-1 Office.

The 9-1-1 Office has established the following three primary funding categories as eligible for funding under Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes established by the State of Pennsylvania legislature.

- Equipment, Systems, and Services/Shared Costs
- LEC
- Personnel Costs

Each of the above listed categories has sub-categories to better identify what is eligible in each funding section.

II. Authority

Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes

III. Background

In 1990, the General Assembly declared it in the public interest to provide the toll free number 9-1-1 for an individual within the commonwealth to gain rapid, direct access to emergency aid. Under the original Act, the Department of Community Affairs administered the program while Pennsylvania Emergency Management Agency (PEMA) provided technical oversight.

Act 17 of 1998 amended Act 78 of 1990 by providing definitions for the powers and duties of PEMA and the Pennsylvania Public Utility Commission (PUC). In addition, this amendment provided definition for County plans, training, and telephone records.

On August 11, 2000, regulations defined under Act 17 were implemented. 4 Pa Code Chapter 120b, c, and d established technical standards, personnel certification and training standards and quality assurance standards for all 9-1-1 systems and employees that operate and work respectively in jurisdictions under Act 78 as amended.

In December of 2003, Act 56 was signed into law, which further amended Act 78 to allow for the collection of \$1/per device/per month from all residents who own cellular devices capable of placing a 9-1-1 call. This surcharge is collected by the wireless service providers and remitted to the State Treasury for administration by PEMA. Counties/cities operating a recognized 9-1-1 system must apply for those funds to develop and maintain an integrated wireless E-911 system. PEMA serves as the oversight for

technical, planning, financial and training services and provides support in those areas for counties/cities to improve this service to residents and visitors.

On July 9, 2008, Act 72 of 2008 was signed into law and took effect November 6, 2008. Act 72 of 2008 amended Act 78 of 1990 for the purpose of provisioning the collection of a \$1.00 fee on Voice over Internet Protocol (VoIP) users in Pennsylvania. The fee is collected by the VoIP provider and remitted either to the county where service is provided or to the state treasurer on a monthly or quarterly basis. Act 72 allows VoIP providers to deduct a two percent administrative fee prior to distribution to the counties or a one percent administrative fee prior to remittance to the state treasurer. Funds remitted to the state treasurer have an additional one percent administrative fee deducted prior to distribution to the counties.

On June 29, 2009, Act 6 of 2009 was signed into law and took effect immediately. Act 6 of 2009 amended Act 78 of 1990 for the purpose of extending the sunset of the Wireless surcharge from June 30, 2009, to June 30, 2014.

On November 23, 2010, Act 2010-118 (H.B. 2321) was signed into law with an effective date of July 1, 2011. Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Statutes amended the existing Act for the purpose of provisioning the collection of a wireless E-911 surcharge of \$1.00 per retail transaction of each prepaid device occurring in the Commonwealth. A seller may deduct and retain up to three percent of prepaid wireless E-911 surcharges that are collected by the seller from consumers for administrative purposes. Pre-paid surcharges are remitted from the retailers/resellers directly to the Pennsylvania Department of Revenue. PEMA may retain 2 percent of the remitted surcharges to pay for departmental expenses directly related to the costs of administering the prepaid wireless E-911 surcharges.

IV. Methodology

The information contained in this document was developed from multiple sources and subject matter experts within the 9-1-1 industry.

The determination for the lifecycle estimates are based on industry recommendations and best business practices. Those lifecycles consider utilization and technology refresh cycles. In some cases, the lifecycle is not relevant to the product or service and therefore is notated as not applicable (N/A).

The cost analysis identified with each product or service is considered to be an average cost and it should only be used for the basis of estimating a “usual and customary” charge for that specific product or service. There may be some cases where the actual cost will be above or below the average when compared to the actual product or service procured. The differing cost analysis is dependent upon options, quantity, functions and features actually purchased. In some of the services identified, there is not an average cost identified due to the fact the service will likely be a bid process where multiple entities will provide pricing and the current market competition will establish an appropriate cost.

V. General Guidelines

This eligibility list is a guide for counties/cities to request funds. There are several recurring items that will apply to the process and all items.

A. Shared Costs

Shared Cost definitions are based on Chapter 53 of Title 35, 5311.4. Wireless E-911 Emergency Services Fund.

(ii) the costs do not exceed the percentage of the actual ratio of demonstrated wireless calls to demonstrated total emergency call volume times the amount of money in the fund,

B. Maintenance and Leasing Costs

Maintenance and leasing recurring costs must be broken out for the year that they are applied for. Only one year of maintenance or leasing costs can be applied for in a single year under wireless funding.

C. Funding Cycle and Exceptions

The funding cycle for wireless funds is annually on the commonwealth fiscal year (July 1 to June 30). Each year the county/city will apply for expected costs for the next year. **Requests for funds expended prior to the funding request will not be eligible.**

The 9-1-1 Office has developed a provision for an exemption to the annual funding requests. This provision is defined as an Emergency Exception. An emergency exception funding request is reviewed on a case by case basis. The minimum requirements include that it must be an eligible item, must be essential to maintaining the current level of operations, and delay in replacement or repair would adversely affect the receiving or delivery of emergency request for service. It is recommended that notification to the 9-1-1 Office be made at the time of the emergency.

D. Budgetary Costs Estimates and Lifecycle

The Budgetary Costs Estimates and Lifecycles listed in this document are not set to restrict counties/cities, but to assist in the prudent expenditure of funds. However, requests for funding that exceed the respective Budgetary Costs Estimate must be accompanied with written justification for the overage. Some equipment may last well beyond the listed life cycles with proper preventative maintenance. These lifecycles are not to be used to justify equipment replacement as each vendor's products may be different.

Counties/cities should use prudent procurement processes in accordance with their local policies.

E. Detailed Request

Each request for items that are complex or have multiple components shall be broken out. If a system may contain items that are not eligible, the request will be denied unless a detail description and the cost of each component is provided with the request.

F. Re-location Requests

Costs associated with the movement of equipment or the PSAP are eligible under wireline/VoIP only.

G. Utilities

Utility costs are prohibited by statute. Under utilities, the costs associated with fuel for generators for the PSAP are shared costs. Generators at other locations are eligible under wireline/VoIP only.

H. Reports and Work Products

Any reports or work products funded under wireless will be submitted to PEMA. This includes but is not limited to, copies of assessments, plans, and tests.

I. Procurement Errors

Requests for funds to correct procurement errors such as vendor or RFP errors are not eligible. Detailed procurement procedures and requirements should be developed to prevent errors and to ensure the procured equipment or service meets the needs of the PSAP.

J. LEC/Telephony Costs

LEC/Telephony costs will only be funded at 100 percent if they are strictly for Wireless as noted in detailed supporting documentation. LEC/Telephony costs that are strictly for wire line as noted in detailed supporting documentation are not eligible under the wireless program and will not be approved for funding. If LEC costs cannot be clearly identified as strictly Wireless or wire line costs, they will be funded as shared costs. All other eligible LEC and Telephony costs (including long distance costs) will be funded as shared costs and should be applied for under the “Shared Monthly Recurring Costs” section.

K. Approval of Capital Equipment

The purchase of Customer Premise Equipment (CPE), Computer Aided Dispatch (CAD) systems, Logger/Recorder systems and Integrated Radio systems will not be funded unless the PSAP requesting funding has or is participating in a “Regional Shared Services Assessment”, and the requested equipment is planned for shared/regional use. Funding will only be issued after the completed “Regional Shared Services Assessment” has been received and reviewed by PEMA. Regional Shared Services Assessments must be received by March 3, 2014, for consideration to be included in the May 30, 2014, funding notices. The only exception to this will be if the Agency, after a comprehensive review, deems that the purchase is necessary because the PSAP’s ability to provide 9-1-1 service to the citizens of the commonwealth may be in jeopardy.

VI. Equipment, Systems and Services/Shared Costs

A. Computer Aided Dispatch (CAD)

1. CAD Hardware/Software for CAD Systems

CAD servers, a single redundant server, one printer per six workstations, and work stations as well as the software to support primary 9-1-1 functions of collecting data from the callers to 9-1-1, are eligible as a shared cost. A detailed description should be submitted as this system typically has several interfaces that are only eligible under wireline/VoIP. The purchase of CAD systems will only be funded if the PSAP requesting the funding has or is participating in a “Regional Shared Services Assessment”, and the requested equipment is planned for shared/regional use. Funding will only be issued after the completed “Regional Shared Services Assessment” has been received and reviewed by PEMA. Regional Assessments must be received by March 3, 2014, for consideration to be included in the May 30, 2014, funding notices. The only exception to this will be is if the Agency, after a comprehensive review, deems that the purchase is necessary because the PSAP’s ability to provide 9-1-1 service to the citizens of the commonwealth may be in jeopardy.

- a. life cycle: 5 to 8 Years
- b. average cost: \$80,000.00 per position

2. CAD Maintenance

CAD system maintenance plans are eligible shared costs, but only on an annual basis. This maintenance is to support the eligible CAD hardware and software only.

- a. life cycle: 1 year is authorized
- b. average cost: 15 percent of purchased hardware and software

3. VPN Firewall - Hardware and Software

Firewall hardware and software for CAD equipment for the purpose of remote access for maintenance and troubleshooting is an eligible shared expense. This is not for public or responder access.

- a. life cycle: 3 to 5 Years
- b. average cost: \$1,200.00

4. VPN Firewall - Management and Monitoring

Services procured from a vendor for VPN firewall management and monitoring for an eligible firewall are a shared expense.

- a. life cycle: N/A
- b. average cost: \$75.00 per month

5. Records Management

Interfaces or modules for CAD systems that interface with another records storage or usage, such as records management, EOC software, web publishing, and reporting systems for response agencies are eligible under wireline/VoIP only.

- a. life cycle: N/A
- b. average cost: N/A

6. Dispatch Functions

Interfaces and modules that interface with the CAD system and perform dispatch functions such as paging, radio systems, rip and run printers, and fax functions are eligible under wireline/VoIP only.

- a. life cycle: N/A
- b. average cost: N/A

7. EMD/EFD/EPD/QA Integration

Integration of eligible call taking protocol and quality assurance software to eligible CAD systems is a shared expense. Field user guides and responder cards are eligible under wireline/VoIP only.

- a. life cycle: N/A
- b. average cost: Included with CAD pricing

8. Remote CAD Workstations (Only as part of a CAD system, not eligible for public access, connectivity expenses or field equipment)

Remote CAD workstations are portable units for the purpose of accessing the CAD system from a remote site for expansion, not back up purposes. Remote CAD workstations are only eligible as part of an existing CAD System under wireline/VoIP.

- a. life cycle: N/A
- b. average cost: N/A

9. Remote Printers/Hardware

Printers for the PSAP to print information from the CAD system to agencies (Rip and Run, I-net Viewer, etc.). Remote CAD or 9-1-1 system printers are eligible under wireline/VoIP funding only.

- a. life cycle: N/A
- b. average cost: N/A

10. IP/XML Interfaces

Modules or interfaces to accept and resend to other PSAPs standard IP or XML data are an eligible shared expense. These must meet national standards as defined by National Information Exchange Model (NIEM), NENA and others (e.g. NIEM, PIDF-LO).

- a. life cycle: Same as CAD
- b. average cost: N/A

11. Mobile Data System Interface

Equipment located at the PSAP to provision mobile data systems, but not remote subscriber equipment such as terminals in vehicles is eligible under wireline/VoIP funding only.

- a. life cycle: N/A
- b. average cost: N/A

B. Connectivity

1. Microwave (Primary Telephony Connectivity)

Microwave facilities for primary 9-1-1 transport of communications can be used where no existing facilities exist. **Microwave provisioning for primary telephony connectivity will be cost justified against other methods of providing the same services. This exception must be approved in advance by the agency.** Approval of microwave facilities, if justified, will be eligible as a shared cost. Microwave or other redundant or secondary transport is only eligible under wireline/VoIP.

- a. life cycle: 7 to 10 Years
- b. average cost: \$200,000.00 per hop plus network management

2. MULTI-PSAP ESInet telephony (to the primary PSAP)

The transport of telephony to primary PSAPs through a multi-PSAP ESInet system (minimum of two PSAPs) is eligible under both wireline/VoIP and wireless. Must include: (1) Wireless 9-1-1 transport and, (2) at least one 9-1-1 Application. A maximum of two paths can be funded (more than two paths may be considered if special circumstances exist – very detailed supporting documentation must be submitted).

- a. life cycle: N/A
- b. average cost: \$1,000/month fully funded under wireless; \$1,000-2,000/mo shared. (Maximum two paths)

3. Commercial Air Cards

Wireless internet connectivity service and hardware for eligible remote workstations is only eligible under wireline/VoIP.

- a. life cycle: N/A
- b. average cost: N/A

C. CPE

1. Voice/Data Recorder (for 9-1-1 center)

An audio/data recorder which records from analog and digital feeds; and records to and plays from a permanent storage media such as tape or disk. Logging recorders are typically multi-channel so as to simultaneously record from several sources. **Redundant data voice recorders at the primary PSAP are not eligible under Wireless.** The purchase of voice/data recorders will only be funded if the PSAP requesting the funding has or is participating in a “Regional Shared Services Assessment”, and the requested equipment is planned for shared/regional use. Funding will only be issued after the completed “Regional Shared Services Assessment” has been received and reviewed by PEMA. Regional Assessments must be received by March 3, 2014, for consideration to be included in the May 30, 2014, funding notices. The only exception to this is if the Agency, after a comprehensive review, deems that the purchase is necessary because the PSAP’s ability to provide 9-1-1 service to the citizens of the commonwealth may be in jeopardy.

a. life cycle: 5 to 7 years

b. average cost: \$5,000.00 plus \$1,000.00 per eligible input line

2. Voice/Data Recorder Lease/Maintenance

Maintenance on the recorder for the primary PSAP is an eligible shared cost.

a. life cycle: 1 year is authorized

b. average cost: \$800.00 to \$1,500.00 per channel

3. CPE Computer Lease/Maintenance

Maintenance on the eligible CPE computer hardware is an eligible shared cost.

a. life cycle: 1 year is authorized

b. average cost: \$61,974.00 per year

4. Printers Lease/Maintenance

Maintenance on the eligible printer hardware is an eligible shared cost.

a. life cycle: 1 year is authorized

b. average cost: \$4,438.00 per year

5. Wireless Phone(S) For Testing/Verification Use Only

Wireless phone equipment and services for testing and verification are no longer eligible under any funding source.

a. life cycle: N/A

b. average cost: N/A

6. Hardware/Software for CPE Equipment

CPE Equipment, including 9-1-1 positions, up to one printer for every six positions, ANI/ALI controllers, and map displays is eligible as a shared expense. Equipment is limited to the number of positions and servers for the primary PSAP. All others including back up positions and servers not located at the PSAP are only eligible under wireline/VoIP. The purchase of CPE equipment will only be funded if the PSAP requesting the funding has or is participating in a “Regional Shared Services Assessment”, and the requested equipment is planned for shared/regional use. Funding will only be issued after the completed “Regional Shared Services Assessment” has been received and reviewed by PEMA. Regional Assessments must be received by March 3, 2014, for consideration to be included in the May 30, 2014, funding notices. The only exception to this is if the Agency, after a comprehensive review, deems that the purchase is necessary because the PSAP’s ability to provide 9-1-1 service to the citizens of the commonwealth may be in jeopardy.

- a. life cycle: 5 to 7 years - must keep current with updates
- b. average cost: \$80,000 per position

7. Anti-Virus Software for CPE Systems

CPE antivirus software for eligible equipment is a shared expense.

- a. life cycle: 5 to 7 years - must keep current with updates
- b. average cost: Included in position cost as an option

8. Workstation UPS Units

Workstation UPS units are only eligible under wireline/VoIP funding.

- a. life cycle: N/A
- b. average cost: N/A

9. Firewall Monitoring and Management (only in direct support of 9-1-1 operations)

Services procured from a vendor for firewall monitoring and management of eligible CPE equipment are eligible shared expenses.

- a. life cycle: 5 to 7 years - must keep current with updates
- b. average cost: \$6,000.00 plus \$1,200.00 per position

10. CPE Lease/Maintenance

CPE system lease and maintenance plans for eligible equipment and software are eligible shared costs, but only on an annual basis.

- a. life cycle: 1 year is authorized
- b. average cost: 15 percent of purchased hardware and software

11. TIU Cards for Dedicated 9-1-1 Trunks

Trunk Interface Units (TIUs) are cards that interface each incoming trunk with the CPE and are eligible as a shared cost. TIU's usually terminate 4, 6, or 8 incoming 9-1-1 trunks. TIU's should be purchased in a quantity that will provide trunk diversity to the incoming 9-1-1 trunks.

- a. life cycle: 5 to 7 years
- b. average cost: \$7,000.00

12. Call Accounting/Telephony MIS Software Maintenance

Management Information System (MIS) monitors call activity, logs call activity to a database, and permits canned report generation, and is eligible as a shared cost. MIS can provide real-time tracking of abandoned 9-1-1 calls, a summary of statistics by day or the ability to search logged data for specific events. The following is the minimum data that must be reported by the MIS in accordance with the wireless plan:

- Total number of calls received (wireline and wireless 9-1-1)
- Number of abandoned calls
- Number of calls on a per trunk basis
- Number of calls on a call type basis (Class of Service)
- Number of calls transferred
- Number of calls on a per position basis
- Average time to answer
- Average length of call
- Average hold time
- Total usage on a per circuit and per position basis
 - a. life cycle: 1 year is authorized
 - b. average cost: N/A

D. Other Equipment

1. UPS Power (primary PSAP only)

A backup power supply to include transfer and bypass switches; designed to provide temporary power (until back up service starts, but at least 15 minutes but no more than 1 hour) and power conditioning in the event of a commercial power failure or fluctuation at the primary PSAP. This should provide power for the critical equipment at only the primary PSAP for call handling.

- a. life cycle: 7 to 10 Years
- b. average cost: \$20,000.00

2. Emergency Power Generator (primary PSAP only)

Emergency generator and fuel to operate is considered a shared expense. The generator will provide emergency power when the main power source fails for the primary PSAP only. The generator should be sized to provide power to the critical 9-1-1 equipment for at least 7 days.

- a. life cycle: 10 to 15 Years
- b. average cost: \$46,000.00

3. Workstation Furniture Related to Provision of E9-1-1

Furniture for the purpose of housing the calltaking and dispatching equipment at the positions where the primary calltaking and dispatch functions occur is an eligible shared cost.

- a. life cycle: 10 years
- b. average cost: \$15,000.00 per position

4. Workstation Chairs Related to Provision of E9-1-1

Workstation seating for the primary PSAP positions. This is limited to the call taking and dispatch positions. Administrative or other positions seating is only eligible under wireline/VoIP.

- a. life cycle: 5 years
- b. average cost: \$1,200.00 per chair

5. Personal Environmental System for Workstation

A controllable heating/air conditioning system for each position is only eligible under wireline/VoIP funding.

- a. life cycle: N/A
- b. average cost: N/A

6. Master Clock/Time Sync Equipment

An accurate timing device that generates synchronization signals to control other clocks or equipment, and is eligible as a shared cost. (Ref. NENA 04-002)

- a. life cycle: 5 to 8 Years
- b. average cost: \$12,000.00

7. Non-LEC ALI - Data Base Lease/Purchase

ANI/ALI database hardware and software lease/purchase such as a stand-alone ALI server is considered a shared cost unless the wireline and wireless database costs are clearly differentiated. If the wireline and wireless database costs are shown separately, then wireline and wireless are 100 percent eligible under their respective funding.

- a. life cycle: 1 year is authorized
- b. average cost: \$30,262.00 per year

8. Non-LEC ALI - Data Base Maintenance

ANI/ALI database maintenance is considered a shared cost unless the system can clearly differentiate between wireline and wireless database costs. If the wireline and wireless database costs are shown separately on the invoice, then wireline and wireless are 100 percent eligible under their respective funding.

- a. life cycle: 1 year is authorized
- b. average cost: \$24,903.00 per year

9. PSAP HVAC for PSAP and Equipment Room Only

Environmental control of temperature and humidity within the PSAP and PSAP equipment room only is eligible as a shared cost.

- a. life cycle: 15 to 20 Years
- b. average cost: \$28.00 to \$36.00 per square foot

10. Mobile Workstation (portable, self-contained, suitcase type unit)

Portable workstation capable of providing the ability to mirror a 9-1-1 operator position from a remote location. This does not include the servers, ANI/ALI controllers, or other backroom equipment. Portable workstations are eligible under wireline/VoIP only.

- a. life cycle: N/A
- b. average cost: N/A

11. Laptops Computers

Portable computing devices for users that are required to perform their duties outside of the normal PSAP location and that provide direct support of 9-1-1 systems (e.g. GIS and on-call IT personnel and public education, not for Q/A, training and general office applications). Laptops are eligible as a shared cost.

- a. life cycle: 3 to 5 years
- b. average cost: \$700.00 to \$1,200.00

12. Video Projector for Public Education

Portable video projector (limited to one per PSAP) is eligible as a shared cost.

- a. life cycle: 5 to 7 years
- b. average cost: \$500.00 to \$1,000.00

13. Shredders

Shredders are an eligible wireline/VoIP cost only.

- a. life cycle: N/A
- b. average cost: N/A

14. Laminators

Laminators are an eligible wireline/VoIP cost only.

- a. life cycle: N/A
- b. average cost: N/A

15. Access Control

A system restricting access at specific entry points to authorized people, which includes keys, proximity cards or programmable access cards is not eligible under any funding source.

- a. life cycle: N/A
- b. average cost: N/A

16. Fax Machines

Machine which provides telephonic transmission of scanned printed material, normally to a telephone number connected to a printer or other output device in the primary PSAP only is eligible as a wireline/VoIP cost only.

- a. life cycle: N/A
- b. average cost: N/A

E. Radio Systems

NOTE: Radio systems providing emergency dispatch, MDT communications, paging and alarm or siren control are considered eligible under wireline/VoIP funding only. Microwave for radio systems that provides 9-1-1 services is eligible under wireline/VoIP funding only.

1. Radio Consoles (only if integrated with 9-1-1 CPE)

Only radio consoles and system components integrated into the 9-1-1 CPE are eligible as shared costs. Integrated means radio console software is running on the same workstation computer as the CPE, not just interconnected. The purchase of integrated radio systems will only be funded if the PSAP requesting the funding has or is participating in a "Regional Shared Services Assessment", and the requested equipment is planned for shared/regional use. Funding will only be issued after the completed "Regional Shared Services Assessment" has been received and reviewed by PEMA. Regional Assessments must be received by March 3, 2014, for consideration to be included in the May 30, 2014, funding notices. The only exception to this is if the Agency, after a comprehensive review, deems that the purchase is necessary because the PSAP's ability to provide 9-1-1 service to the citizens of the commonwealth may be in jeopardy.

- a. life cycle: 10 Years
- b. average cost: \$60,000.00 per position with \$75,000.00 for electronics depending on vendor

2. Headsets (Telephone/Radio Operator)

Operator headsets used with the integrated radio/9-1-1 systems are eligible as a shared cost. Headsets are limited to the number of certified telecommunicators for each PSAP.

- a. life cycle: 1 to 3 years
- b. average cost: \$190.00

3. Other Radio

The following items are only eligible under wireline/VoIP funding.

- Radio systems for PSAP/Dispatch Center
- Radio maintenance
- Frequency licensing/coordination
- Radio system upgrades
- Mobile communications equipment
- Combiners/splitters/antenna Systems
- IP-based digital interoperability systems
- Microwave for radio systems
 - a. life cycle: N/A
 - b. average cost: N/A

4. Tower Sites

Tower costs are only eligible under wireline/VoIP. Examples of these wireline/VoIP eligible items are:

- Site development (including surveying, permitting, clearing and earth moving)
- Tower construction (steel, antennas, cabling, etc. and all associated work)
- Generator and fuel
- Generator enclosures (manufacturer provided, sound-attenuated and weather-protective)
- Cut over/transfer switches
- Load testing/upgrades
- UPS/battery systems
- Tower site operating supplies (light bulbs, etc.)
- Grounding
- Conduit
- Status monitoring alarms
- Tower rent (non-county owned land/facilities)
- Tower HVAC systems/ tower maintenance/enhancements (Does not include access)
- Alarm Monitoring - Cost associated with monitoring of an alarm system designed to detect intrusion, unauthorized entry, panic or a combination system to provide intrusion, smoke and fire detection are eligible under wireline/VoIP only.
 - a. life cycle: N/A
 - b. average cost: N/A

NOTE: These *Additional Tower Site Costs* are not eligible under either fund.

- Landscaping (includes mowing and ground cover)
- Pest Control
- Utilities (including electric, gas, oil, water, sewer, and solid waste)
- Fencing
- Security Systems

F. GIS/Mapping

1. Hardware for GIS Systems

Hardware for creating, maintaining and providing GIS data is limited to one server and two workstations per PSAP under wireless and is eligible as a shared cost.

- a. life cycle: 3 to 5 years
- b. average cost: Server \$10,000.00 to \$12,000.00; Workstation - \$3,000.00 to \$4,500.00

2. GIS Hardware Maintenance

GIS system maintenance plans for eligible equipment are eligible shared costs, but only on an annual basis.

- a. life cycle: 1 year is authorized
- b. average cost: costs generally bundled with hardware/software

3. Software for GIS Systems

GIS software including operating system and applications for eligible hardware is an eligible shared cost.

- a. life cycle: 2 to 5 years if not under maintenance
- b. average cost: GIS client software - \$1,500.00 to \$3,200.00 per workstation; GIS server software - \$20,000.00

4. GIS Software Maintenance

GIS software maintenance plans are eligible shared costs, but only on an annual basis.

- a. life cycle: 1 year is authorized
- b. average cost: 15 percent of purchase price per year

5. Plotters

A single plotter with the primary function to print GIS data is an eligible shared expense.

- a. life cycle: 5 to 7 years
- b. average cost: \$3,000.00 to \$4,000.00

6. Other GIS Data Sets

Other GIS data is only eligible under wireline/VoIP funding. **Oblique Digital Geo-Referenced Aerial Photography is not eligible for 9-1-1 funding.** Examples of other data sets eligible under wireline/VoIP are:

- Digital Ortho-photography
- Digitized Parceling
- Hydrology (Data on movement, distribution, and quality of water above, on, and under the surface of the earth)
- LIDAR - Elevation data development
- Hydrant Layers
- Floor Plan Layers
 - a. life cycle: N/A
 - b. average cost: N/A

G. Professional Services

1. Procurement/Installation Services

Services procured from a vendor directly related to the procurement or installation of eligible hardware and software are eligible as shared costs.

- a. life cycle: N/A
- b. average cost: \$50,910.00

2. Planning (triennial 9-1-1 plan only)

Services procured from a vendor directly related to the PSAP's triennial 9-1-1 plan are eligible as a shared cost.

- a. life cycle: 3 years
- b. average cost: \$15,138.00 per year

3. IT Services

Services procured from a vendor for 9-1-1 related IT services are eligible as a shared cost.

- a. life cycle: N/A
- b. average cost: \$32,685.00 per year

4. Funds Management

Services procured from a vendor directly related to funds management (9-1-1 funds only - to include annual report, funding applications, and reconciliation) are not eligible under either fund.

- a. life cycle: N/A
- b. average cost: N/A

5. PSAP Policy and Procedures Assessment and Development Professional Services

Services procured from a vendor for the assessment of existing PSAP policy and procedures, and the development of new policies and procedures are only eligible under wireline/VoIP.

- a. life cycle: N/A
- b. average cost: N/A

6. Wireless Deployment - Routing Sheet Validation of New Sites Only

Services procured from a vendor for validation of wireless call routing sheets for new tower sites are considered a strictly wireless cost.

- a. life cycle: N/A
- b. average cost: \$750/new site

7. Wireless Accuracy Testing Services

Services procured from a vendor for wireless accuracy testing are not eligible under either fund

- a. life cycle: N/A
- b. average cost: N/A

8. GIS Data Layer Development and Maintenance

Services procured from a vendor for GIS layer development and maintenance required for the provisioning of 9-1-1 are eligible shared costs. The following layers or datasets are required by the commonwealth:

- Street centerlines with complete address attributes data layer
- Point landmarks—e.g., churches, schools, hospitals, cemeteries, government buildings data layer
- Area landmarks—parks, airports, military bases, sports arenas data layer
- Fire, Police, and EMS Stations data layer
- Water features – streams, lakes, dams data layer
- Administrative boundaries—city, county, state data layer
- ESN boundaries (For NG, this must be broken down to layers for each response type - Fire, Police, EMS, etc. data layer)
 - a. life cycle: N/A
 - b. average cost: \$98,640.00

9. GIS Data Assessment Professional Services

Services procured from a vendor for the assessment of existing eligible 9-1-1 GIS data are eligible as shared costs.

- a. life cycle: Initial assessment, with review every 3 years
- b. average cost: \$10,000.00 to \$20,000.00 depending on size of agency and details of report

H. Misc/Other Exception

1. Public Education Materials

Materials promoting the appropriate uses of 9-1-1 are considered a shared cost.

- a. life cycle: N/A
- b. average cost: \$2,083.00 per year

2. Postage - Educational/Addressing Mailings

Directly related to 9-1-1 educational/addressing distribution is considered a shared cost.

- a. life cycle: N/A
- b. average cost: \$2,132.00 per year

3. Copying - Directly Related to Provision of E-911

All copying supplies that are directly related to provisioning of E-911 are considered a shared cost.

- a. life cycle: N/A
- b. average cost: \$2,521.00 per year

4. Office Supplies

Office supplies are considered a shared cost.

- a. life cycle: N/A
- b. average cost: \$5,637.39 per year

5. Chair Mats

A sheet of vinyl, wood or other material that sits under a desk and under the wheels of an office chair and allows the chair to roll smoothly (includes anti-static mats) is eligible under wireline/VoIP only.

- a. life cycle: N/A
- b. average cost: N/A

6. Telephone Directories

Telephone directories are an eligible wireline/VoIP cost only.

- a. life cycle: N/A
- b. average cost: N/A

7. Repairs/Other Maintenance Directly Related to Provision of E9-1-1

Periodic costs of repairs or other maintenance of eligible hardware and software directly related to provisioning of E-911 are eligible as shared costs. Multiyear contracts are not eligible. All costs must be on an annual basis only.

- a. life cycle: 1 year
- b. average cost: \$30,000.00

8. Electrical Work at PSAPS

Electrical work for the installation of eligible equipment at the PSAP is an eligible wireline/VoIP cost only.

- a. life cycle: N/A
- b. average cost: N/A

9. Internet Access Fees

An internet access fee required for 9-1-1 is eligible as a shared expense. Only the portion of service used for 9-1-1 is eligible.

- a. life cycle: N/A
- b. average cost: \$6,123.00 per year

10. Interpretation Service

Services procured from a vendor for the purpose of providing an on demand voice and TTY interpretation services are eligible as a shared cost.

- a. life cycle: N/A
- b. average cost: \$3,699.00 per year

11. Audit Cost

Services procured from an independent audit firm for the purposes of conducting triennial audits of 9-1-1 related revenues and expenditures are eligible shared costs.

- a. life cycle: 1 year
- b. average cost: \$7,427.31 per year

12. Banking Fees

Any banking fees related to wireline or wireless 9-1-1 fund accounts are not eligible under either fund.

- a. life cycle: N/A
- b. average cost: N/A

13. County (1 percent administrative fee)

The allowed 1 percent administrative fee is an eligible cost for wireline and VoIP collected directly by the county only.

- a. life cycle: N/A
- b. average cost: N/A

14. Uniforms

Uniforms required/worn by PSAP staff are not eligible under either fund.

- a. life cycle: N/A
- b. average cost: N/A

15. Legal Fees

Any legal fees related to 9-1-1 are not eligible under either fund.

- a. life cycle: N/A
- b. average cost: N/A

16. Publication Notices for Proposals

Cost incurred to publish notices for proposals to procure a commodity or service is eligible under wireline/VoIP only.

- a. life cycle: N/A
- b. average cost: N/A

17. Mass Notification Systems

System used to provide information and instructions to people either in a building, site, or a geographical area of a certain circumstance either pending or occurring is not eligible under any funding source.

- a. life cycle: N/A
- b. average cost: N/A

VII. Local Exchange Carrier Services

A. Services

1. ANI/ALI Database Management

ANI/ALI database management is considered a shared cost unless the provider differentiates between wireline and wireless costs by listing them individually on their invoice. If the wireline and wireless costs are shown separately, then wireline and wireless are 100 percent eligible under their respective funding.

- a. life cycle: N/A
- b. average cost: per tariff

2. Selective Routing Costs

Selective routing of 9-1-1 calls is considered a shared cost unless the provider differentiates between wireline and wireless costs by listing them individually on their invoice. If the wireline and wireless selective routing costs are shown separately, then wireline and wireless are 100 percent eligible under their respective funding.

- a. life cycle: N/A
- b. average cost: per tariff

3. *LEC/CLEC ANI/ALI Database Management*

Services procured from a LEC/CLEC for the purposes of performing ANI/ALI database management are considered a shared cost unless the entity differentiates between wireline and wireless costs. If the wireline and wireless costs are shown separately on the invoice, then wireline and wireless are 100 percent eligible under their respective funding.

- a. life cycle: N/A
- b. average cost: per tariff

B. *Trunking/Facilities*

1. *Dedicated Wireless Trunks*

Wireless trunks that are separate from wireline/VoIP trunks; the cost for these trunks is 100 percent eligible under the wireless funding. If the wireless trunks/circuits share the trunk group with wireline/VoIP 9-1-1 trunks/circuits, the funding is considered a shared cost.

- a. life cycle: N/A
- b. average cost: per tariff

2. *Wire Line 9-1-1 Trunks/Circuits*

If the wireline/trunks are separate from wireless trunks, the cost for these trunks is 100 percent eligible under the wireline/VoIP funding. If the wireline/VoIP 9-1-1 trunks/circuits share the trunk group with wireless trunks/circuits, the funding is considered a shared cost (See wireless trunks).

- a. life cycle: N/A
- b. average cost: per tariff

3. *Leased Telephone Equipment Directly Related to Provision of E9-1-1*

Leased telephone equipment required to provision eligible equipment such as telephone termination equipment is an eligible shared cost.

- a. life cycle: 1 year is authorized
- b. average cost: \$75,007.00 per year

4. *Ring Down Circuits*

Dedicated ring down circuits used in conjunction with 9-1-1 services are eligible under wireline/VoIP funding only.

- a. life cycle: N/A
- b. average cost: N/A

5. *Radio Circuits To Towers*

Radio circuits/trunks from the PSAP to the towers that provide voice, data, paging, and alarm activation are eligible under wireline /VoIP funding only.

- a. life cycle: N/A
- b. average cost: N/A

6. *Administrative Lines used to support PSAP Operations*

Administrative lines used to support PSAP operations are an eligible shared cost.

- a. life cycle: N/A
- b. average cost: per tariff

7. Interactive Retrieval Systems (ANI/ALI)

Costs associated with interactive retrieval systems (ANI/ALI) or other systems allowing query of ALI systems or MSAG data other than normal call taker display are eligible under wireline/VoIP funding only.

- a. life cycle: N/A
- b. average cost: N/A

8. Connectivity for Paging

Is eligible for wireline/ VoIP funding only.

- a. life cycle: N/A
- b. average cost: N/A

9. Tandem Trunks/Fiber for SONET

The trunks and fiber to the primary PSAP are an eligible shared cost.

- a. life cycle: N/A
- b. average cost: per tariff

10. ESInet Telephony (To the Primary PSAP)

The transport of telephony to primary PSAPs through a multi-PSAP ESInet system is eligible under both wireline/VoIP and wireless. Must include: (1) Wireless 911 transport and, (2) at least one 911 Application. A maximum of two paths can be funded (more than two paths may be considered if special circumstances exist – very detailed supporting documentation must be submitted).

- a. life cycle: N/A
- b. average cost: \$1,000/month fully funded under wireless; \$1,000-2,000/mo shared. (Maximum two paths)

11. Conference Call Services

Are eligible for wireline/VoIP funding only.

- a. life cycle: N/A
- b. average cost: N/A

12. Voice Mail Services

Are eligible for wireline/VoIP funding only.

- a. life cycle: N/A
- b. average cost: N/A

VIII. Personnel Costs

Personnel costs are limited to 70 percent of a PSAP’s wireless fund disbursement. Chapter 53 of Title 35 states for Wireless funds: “No more than 70 percent of the disbursements which a PSAP receives from the fund during the agency's fiscal year may be utilized to fund personnel training, salary and benefit costs.”

A. Direct Costs

1. Personnel Directly Related to Provision of 9-1-1

Only those personnel costs to include salary, benefits, and training directly associated with the provisioning of 9-1-1 services are eligible as a shared cost.

- a. life cycle: N/A
- b. average cost: Per county salary guides

2. Pre and Post Employment Costs

Pre-employment costs associated with the recruitment, hiring and screening of new hires including physicals; and post-employment costs such as extended benefits, unemployment, and retirement benefits are not eligible under either fund.

- a. life cycle: N/A
- b. average cost: N/A

B. Indirect Costs

1. Travel - Directly Related to Provision of E9-1-1

Travel (transportation, meals, and accommodations) if directly related to providing of 9-1-1 training, and public education is eligible as a shared cost.

- a. life cycle: N/A
- b. average cost: GSA or state domestic per-diem rates

2. 9-1-1 Call Taking Fees (shared after wireless deployment)

Call taking fees paid to another PSAP for handling of 9-1-1 calls are considered a shared cost.

- a. life cycle: N/A
- b. average cost: \$49,597.00 per year

3. Subscriptions and Dues

Costs for membership dues and subscriptions related to 9-1-1 are not eligible under either fund.

- a. life cycle: N/A
- b. average cost: N/A

IX. Other Information

Any equipment or other items not on this list will be considered individually by PEMA 9-1-1 Office staff.

As equipment, networks, processes and procedures evolve, so will their eligibility, life cycle and cost. This document identifies and clarifies current eligibility of many of the items that have come into question. Further information, clarifications and procedures can be accessed from the 9-1-1 Office web site.

http://www.pema.state.pa.us/portal/server.pt/community/programs_and_services/4547/911_program/

Appendix A – Glossary

| TERM: | MEANING: |
|---------|--|
| CPE | Customer Premise Equipment(CPE) Communications or terminal equipment located in the customer’s facilities – terminal equipment at a PSAP. |
| EOC | Emergency Operations Center |
| EFD | Emergency Fire Dispatch |
| EMD | Emergency Medical Dispatch |
| EPD | Emergency Police Dispatch |
| GIS | Geographic Information System (GIS) A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map i.e. latitude/longitude from a wireless 9-1-1 call. |
| NENA | National Emergency Number Association (NENA) is a nonprofit organization focused on 9-1-1 policy, technology, operations, and training issues. |
| NIEM | National Information Exchange Model (NIEM) is designed to develop, disseminate and support enterprise-wide information exchange standards and processes that can enable jurisdictions to effectively share critical information in emergency situations, as well as support the day-to-day operations of agencies throughout the nation. |
| PIDF-LO | Presence Information Data Format – Location Object (PIDF-LO) Provides a flexible and versatile means to represent location information in a SIP header using an XML schema. |
| Q/A | Quality Assurance (QA) - Information is used to validate effectiveness of training and evaluate need for additional training or other corrective action. |
| TDD/TTY | A device capable of information interchange between compatible units using a dial up or private-line telephone network connections as the transmission medium. ASCII or Baudot codes are used by these units (per EIA PN-1663). |
| UPS | Uninterruptible Power Supply (UPS) A backup system designed to provide continuous power in the event of a commercial power failure or fluctuation. |
| VPN | Virtual Private Network (VPN) A virtual private network (VPN) is a network that uses a public telecommunication infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization’s network. |
| XML | eXtensible Markup Language (XML) An internet specification for web documents that enables tags to be used that provide functionality beyond that in Hyper Text Markup Language (HTML). Its reference is its ability to allow information of indeterminate length to be transmitted to a PSAP call taker or dispatcher versus the current restriction that requires information to fit the parameters of predefined fields. |

Appendix B – Eligibility Matrix

The Eligibility Matrix is on the following pages.