

2017 Eligibility Factors

Per Act 12 of 2015, 911 funds shall only be used for reasonable necessary costs that enhance, operate, or maintain a 911 system.

Below is a list of Cost Types and Cost Categories that funds may be used for during calendar year 2017.

For each Cost Category, criteria are provided in the Eligible Uses column for determining and justifying eligibility.

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:
PERSONNEL	Salaries/Benefits	Salary or benefit costs <i>directly</i> associated with personnel operating a 911 system. <i>Please Note: If personnel have duties outside of 911, only the percentage of time related to 911 duties is eligible for funding.</i>
	Training/Travel	<ul style="list-style-type: none"> 911 training course costs. Travel costs (transportation/lodging/meals) for personnel directly associated with operating a 911 system to attend training, continuing education courses, or meetings related to 911 service delivery.
	Pre-Employment Costs	Costs associated with the recruitment, hiring and screening of new hire candidates, including physicals and other required tests.
	911 Professional Associations	Annual costs for 911 personnel to join or maintain membership in a 911 professional association or subscription fees for 911-related publications.
	Professional Services	Services procured from a vendor to include, but not limited to: procurement assistance, system integration/implementation support, system design and planning, information technology, PSAP operational policy development, fund management and program management.
CALL PROCESSING EQUIPMENT (CPE)	CPE Hardware/Software/Workstations	CPE server hardware, software, peripherals (including printers, monitors, keyboards, and mouse), and workstations to support 911 call processing. Costs include those for ANI/ALI controllers and automatic call distribution (ACD).
	CPE Maintenance	Costs for annual service contracts for CPE hardware/software maintenance.
	Headsets	Operator headsets and related equipment used to connect the headset with the CPE phone system.
	Call Accounting/Telephony Management Information System (MIS) Software	Costs to implement MIS system that monitors call activity, logs call activity to a database, and permits canned report generation. Includes MIS server hardware, software, peripherals (including printer, monitor, keyboard, and mouse), and/or annual subscription costs for a third-party hosted solution.
	Interpretation Service	Monthly or annual services procured from a vendor to provide on-demand language interpretation.
	Master Clock/Time Sync Equipment	Costs for a “master time source” that generates and synchronizes accurate time for clock displays, computer systems, or other equipment.

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:
COMPUTER AIDED DISPATCH (CAD)	CAD Hardware/Software/Workstations	CAD server hardware, software, peripherals (including printers, monitors, keyboards, and mouse), and workstations to support processing of CAD events from initial call entry to final disposition. Software includes CAD modules, interfaces (e.g., paging, CAD-to-CAD, etc.), cybersecurity, etc.
	CAD Maintenance	Costs for annual service contracts for CAD hardware/software maintenance.
	Call Taking Protocol/Quality Assurance	Costs for Emergency Medical/Fire/Police Dispatch (EMD/EFD/EPD) system, software, or maintenance, as well as CAD system integration.
	Mobile Data System Interface	Equipment and server-side software directly related to the 911 system and radio tower sites to enable and connect mobile data systems. Client-side software that interfaces with the server side software at the PSAP is an eligible cost.
	Records Management System (RMS) Interface	Required CAD interfaces or modules that populate RMS (EOC software, web publishing, and field reporting systems for response agencies, etc.) with CAD data.
CONNECTIVITY/ INFRASTRUCTURE	Emergency Services IP Networks (ESInet)	Transport and connectivity costs to connect multiple PSAPs together in a regional or state-level ESInet, including hardware, software, networking equipment, security appliances/software, and/or third-party services for hosted solutions.
	Wired or Wireless Connectivity	Costs to provision connectivity between the call origination services, PSAPs and other public safety entities, including (but not limited to): wireline trunks/lines, wireless trunks, fiber optic circuits, microwave links, administrative lines, tandem trunks, ring-down circuits, and tandem trunks. Connectivity supports transport of 911 callers and/or information.
	Maintenance	Costs for service contracts for connectivity hardware/software maintenance.
CONTRACTED SERVICES	Call Taking and Dispatch Contract Fees	Costs include those fees paid to another PSAP for handling of 9-1-1 calls.
FACILITIES	Access Control/Security Systems	Costs to acquire or maintain access control and other security systems for PSAPs and radio tower sites. Includes costs for keys, access cards, card readers, cameras, video monitors/recording equipment, and controller systems.
	Emergency Power Generator	Generator and fuel costs for emergency power generation at the PSAP and tower sites.
	Heating, Ventilation, and Cooling (HVAC)	Environmental control of temperature and humidity within the PSAP, the PSAP equipment room and radio tower sites.
	Mobile Communications Unit	Maintenance costs for a Mobile Communications Unit used as the primary back up PSAP. Only the percentage of costs related to 911 duties are eligible for funding.
	Relocation Expenses	Transportation and other costs associated with moving 911 operations to another facility during a planned transition or emergency situation.

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:
FACILITIES (Cont.)	Rent	Payments made for use of a facility, equipment or service in support of 911 service delivery. Rent for PSAP facilities and remote radio sites are included.
	Repairs	Non-cosmetic facility repairs at the PSAP necessary for 911 operations.
	Services Contracts/Maintenance	Service and maintenance costs at the PSAP. Costs include fire suppression, pest control, cleaning services, mat rental and annual service contracts for UPS, generator, or HVAC maintenance.
	Uninterruptable Power Supply (UPS) Power	Backup power supply, including transfer and bypass switches, and power conditioning in the event of a commercial power failure or fluctuation at the PSAP and radio tower sites.
	Utilities	Public utility costs associated with power, water, and sewer services.
	Workstation UPS	Individual UPS devices used to support workstations not otherwise covered by a facility-based UPS system.
GEOGRAPHIC INFORMATION SYSTEM (GIS)/MAPPING	GIS Hardware/Software/Workstations	GIS server hardware, software, peripherals (including printers/plotters, monitors, keyboards, and mouse), and workstations to support GIS data creation and maintenance.
	GIS Data Development, Assessment, Maintenance, and Professional Services	Services procured from a vendor to support the creation, assessment, improvement, and maintenance of 911-related GIS data and data layers.
	Map Workstation Display	Workstation, including keyboard and mouse, used to display a GIS map.
MASS NOTIFICATION SYSTEM	Public Alerting/Warning System	Hardware, software, peripherals (including monitor, keyboard, and mouse), and workstation(s) to support a mass notification, public alerting/warning system OR annual subscription costs for a third-party hosted solution.
OFFICE OPERATIONS	Communications	Cell phones and air cards for PSAP administrative staff.
	Internet Access	Costs to provision Internet access for use in 911 operations.
	Office Equipment	Costs for typical office equipment, such as copiers, paper shredders, laminators, software used for PSAP administration (I.e. scheduling), and furniture for administrative staff dedicated to 9-1-1.
	Office Supplies	Costs include those supplies used for 911 operations.
	Telecommunicator Recognition	Awards, pins, plaques, etc. to recognize 9-1-1 telecommunicators.
	Uniforms	Uniforms for PSAP personnel.
	Workstation Chairs/Chair Mats	Workstation seating for the primary PSAP call taking and dispatch positions.
	Workstation Furniture	Furniture that houses PSAP workstation equipment at the positions where the primary call taking and dispatch functions occur.

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:
PUBLIC EDUCATION	Public Education	Costs include any materials that educate the community on 911 issues, such as the appropriate use of 911. Includes printing costs and postage for educational mailings and materials.
RADIO SYSTEMS	Radio System Hardware/Software	Costs for core radio system components from the dispatch positions to the antenna. Costs include radio consoles, transceivers, receivers, servers, modems, shelters, broadband infrastructure, headsets, etc.
	Radio System Maintenance	Costs for core radio system maintenance from the dispatch positions to the antenna.
	Radio Tower Sites	Costs for annual radio tower site maintenance and emergency repairs.
	Mobile Data Terminal (City - 1 st class)	Using only remaining wireline 9-1-1 funds prior to Act 12, a city of the 1 st class may purchase mobile data terminals that will be owned by the PSAP.
VOICE/DATA RECORDER	Digital Voice/Data Recorder	Server hardware, software, peripherals (including monitor, keyboard, and mouse), and workstation(s) to support voice/data (logging) recorder system OR annual subscription costs for a third-party hosted solution.
	Maintenance	Costs for annual service contracts for voice/data (logging) recorder system.