

2023

Pennsylvania 911 Program 2023 Guidance



pennsylvania
EMERGENCY MANAGEMENT AGENCY

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PART I: 2023 911 Program Overview

Introduction

The Pennsylvania Emergency Management Agency (PEMA) is directed by Chapter 53, 911 Emergency Communication Services, of Title 35 of the Pennsylvania Consolidated Statutes (Chapter 53) to establish guidelines and requirements for the administration of 911 funding in Pennsylvania. The purpose of this document is to provide **payment, eligibility, and reporting requirements** for **formula-based and statewide interconnectivity funding** in calendar year 2023. These requirements were developed to meet the challenges of managing financial resources to sustain current 911 systems, implement, operate, and enhance Next Generation 911 (NG911) systems, and maintain Pennsylvania's ability to invest in future technologies and efficiencies.

Compliance with 911 Funding Requirements

Counties are to ensure 911 service is provided in their jurisdiction and to comply with the guidelines, standards and requirements established by PEMA (35 Pa. C.S. § 5304). Activities associated with payment, eligibility, and reporting requirements are time-sensitive in many cases, and timely compliance is necessary to support financial planning and budgeting efforts or meet legislative requirements. In addition, 911 funds shall not be expended on a 911 system that does not conform to the requirements published by PEMA (35 Pa. C.S. § 5306.1 (c) (2)).

To meet this legislative requirement, PEMA may implement the following process to compel a PSAP to establish compliance with payment, eligibility and reporting requirements:

1. **Notification of noncompliance:** PEMA will send this notice to the PSAP. The PSAP is required to provide a written response that explains the actions to be taken to establish compliance.
2. **For continued noncompliance or failure to complete Step 1:** PEMA will send a second notice to the PSAP and elected officials. The PSAP is required to provide a written response that explains the actions to be taken to establish compliance.
3. **For continued noncompliance or failure to complete Step 2:** The PSAP will be ineligible to apply for, or be included in, new statewide interconnectivity funding grants.
4. **For continued noncompliance after Step 3:** The PSAP will be ineligible to apply for, or be included in, new statewide interconnectivity grants or receive payments from existing grants.
5. **For continued noncompliance after Step 4:** The PSAP will not receive disbursements from the 911 Fund in accordance with § 5306.1. (c) (2).

911 Funding Distribution

A uniform monthly surcharge fee of \$1.65 went into effect in Pennsylvania as of August 1, 2015. As required by Chapter 53, 911 surcharge revenue is distributed as follows:

1. **Formula-based Funding:** No less than 83% of the surcharge revenue collected each quarter is distributed to Pennsylvania public safety answering points (PSAPs) using a formula-based calculation. These funds are commonly referred to as "83% funds or formula funds."
2. **Statewide Interconnectivity Funding:** Of the revenue collected quarterly, up to 15% shall be used by PEMA to establish, enhance, operate, or maintain statewide interconnectivity of 911 systems. These funds are commonly referred to as "15% funds."
3. **Administrative Funding:** Up to 2% of the surcharge revenue collected may be retained by PEMA for expenses directly related to administering the provisions of Chapter 53.

PART II: Formula-Based Funding (83%) - 2023 Overview

Within 30 days after the end of each calendar quarter, PEMA is required to determine the amount available in the 911 Fund for distribution and disburse at least 83% of the revenue collected to the counties using a formula-based calculation. The formula distribution is intended to give counties a defined amount that provides budget certainty and serves as an incentive to manage within available dollars; knowing that the difference comes from the county general fund or other revenue sources. Counties have discretion over how formula funds are spent, provided the funds are used for expenses that meet the Eligible Uses criteria on the 2023 Eligibility Factors List (Appendix C). The intent is to provide counties with the flexibility to prioritize and spend funds as they see fit to meet the specific needs of the county or regional 911 system.

83% Funding: Notable Items for 2023

- **Impact of the NG911 project on Formula-Based Funding:** As the NG911 system is implemented and legacy 911 services are decommissioned, many costs counties pay today for 911 call delivery will now be covered by PEMA with statewide interconnectivity funds. The anticipated impact is counties will have additional formula-based funds to spend on other eligible 911 costs. PEMA will provide each county with estimated costs that will now be covered by 15% funds or no longer apply as those details become defined.
- **Funding formula assistance will continue in 2023:** In recent years, statewide interconnectivity funds have been used to address concerns with the formula calculation to distribute 83% funds by providing temporary offsets (funding formula assistance) of revenue losses to counties where applicable. Similar to 2021 and 2022, 15% funds will again be used to offset 100% of the calculated revenue adjustment in 2023 for counties that would be affected by a change to the formula.



Funding formula assistance is currently planned to continue in 2023 and in subsequent years but should be treated as a temporary practice. Funding formula assistance will be evaluated for continuation should a revenue increase occur above the current 911 surcharge rate (i.e., increase of the 911 surcharge rate, new federal funding, etc.)

2023 Formula-Based Payment Calendar

CALENDAR QUARTER		DUE DATE FOR PROVIDERS TO REMIT SURCHARGE REVENUE	DATE PAYMENT RECEIVED BY COUNTY (ESTIMATED)
1 st	January – March	April 15, 2023	May 7, 2023
2 nd	April – June	July 15, 2023	August 6, 2023
3 rd	July – September	October 15, 2023	November 9, 2023
4 th	October -December	January 15, 2024	February 7, 2024

The payment amounts received for these four quarters will be prepopulated on your county's 2023 Annual Report as the formula revenue you received for calendar year 2023.

2023 Funding Formula

One item that Pennsylvania 911 stakeholders continue working to address is to update the distribution formula calculation for 83% funds. The current formula in place since 2017 will continue to be used until an updated formula is implemented. It is anticipated a new formula will be implemented in 2023 considering work and recommendations of the 911 Advisory Board Funding Subcommittee and Legislative Budget and Finance Committee. **IMPORTANT NOTE: No county will realize a revenue decrease in 2023 from a change to the formula** (See *Funding Formula Assistance* on page 4.)

PART III: Statewide Interconnectivity Funding (15%) - 2023 Overview

A phased implementation of NG911 across Pennsylvania is underway with completion anticipated in mid-2024. The infrastructure upgrade to NG911 has added significant costs to the 15% funding stream. Therefore, the process to determine allocations of 15% funds has transitioned away from the open, competitive grant application process used in prior years. Statewide interconnectivity funding allocations will be identified, planned, and budgeted for based on items such as the statewide NG911 service contract and County 911 System Plans. PEMA is dedicated to planning, coordinating, and proactively budgeting 15% funds with the 911 Advisory Board and counties to support Pennsylvania's NG911 system, regional/shared efforts, and investments in system improvements and future technologies. Planning and budgeting efforts in 2023 are focused on defining allocations of 15% funds for 2023 as well as allocations for 2024 through 2026 as much as possible.

2023 Statewide Interconnectivity Funding Allocations

Chapter 53 assigns PEMA the responsibility of using up to 15% of 911 surcharge revenue collections for statewide interconnectivity of 911 systems. Allocations of 15% funding for 2023 will be identified through the following process:

STEP 1 - By April 15, 2023: Define initiatives and costs for consideration in the 2023 15% funding cycle. The following items will be considered when planning and budgeting allocations of 15% funds for 2023 and subsequent years:

1. **NG911 Service Contract Costs for CY 2023:** The top priority for 15% funds in 2023 will be to cover costs associated with implementing and operating the statewide NG911 system. CY 2023 non-recurring and recurring costs for the State ESInet and NG911 service are defined in the NG911 Service contract. 2023 is the last year non-recurring costs are planned to complete implementation of the ESInet and NG911 service. The recurring costs associated with the NG911 service are level throughout the term of the contract which will aid planning and budgeting efforts for 15% funds in future years.
2. **Funding formula assistance for CY 2024:** In recent years, statewide interconnectivity funds have been used to address concerns with the formula calculation to distribute 83% funds by providing temporary offsets (funding formula assistance) of revenue losses to counties where applicable. Temporary offsets for CY 2024 will need to be cared for in 2023 15% planning and budgeting efforts. It is important to note long-term use of 15% funds for formula assistance will impact PEMA's ability to use 15% funds to support shared systems, invest in NG911 system improvements, and future technologies.

3. With any remaining 15% funds, PEMA will work with county partners and the 911 Advisory Board to define shared system maintenance costs and other targeted projects and costs for consideration in the 2023 15% funding cycle as follows:

- **Shared System Maintenance Costs:** The *Plans By Cost Type – Detailed Projections and Anticipated Changes Sections* of 911 System Plan submissions will be leveraged to identify shared system maintenance costs for consideration. Please be aware:
 - PEMA will work with the applicable counties and regions to identify shared system maintenance costs for consideration in the 2023 15% funding cycle based on their Plan and/or supporting documentation.
 - PEMA will request maintenance cost schedules associated with shared project contracts to assist with 15% planning efforts.
 - If not defined yet, counties should be working with their vendors to define maintenance costs for the remainder of their contracts to ensure consideration of those costs in planning and budgeting efforts for 15% funds.

- **NG911 Service Enhancement Request Forms (SERF):** As part of the NG911 project, it is anticipated counties and other public safety stakeholders will be interested in pursuing NG911 system enhancements such as leveraging the statewide ESInet to support ancillary services, PSAP consolidations, adding a new end point to the ESInet, or other new projects. **A SERF must be submitted by April 15, 2023 in order for the enhancement or new project to be considered for 15% funding in 2023. Counties are urged to closely review the *NG911 Service Enhancement Roadmap Development Process* in Appendix A for details related to the submission of a SERF.**



The *NG911 Service Enhancement Roadmap Development Process* details the roles, responsibilities, and procedures for the submission and review of a SERF. **PSAPs should review Appendix A, as following this process is the only way for a service enhancement to be considered for 15% funding.**

4. PEMA may identify other targeted initiatives during planning and budgeting efforts. For example, some details that need defined as Pennsylvania migrates to NG911 include what costs 15% funds may cover for GIS data development and connectivity outside of the state ESInet.

STEP 2 - By August 31, 2023: Allocations of 15% funds for the 2023 15% funding cycle will be finalized by PEMA in consultation with the 911 Advisory Board.

STEP 3 - Any remaining 15% funding, after statewide NG911 system costs and allocations for targeted projects are encumbered, will be distributed via a formula-based payment.

PART IV: 2023 911 Program Requirements

The purpose of this document is to provide guidance regarding **payment, eligibility, and reporting requirements** for formula-based and statewide interconnectivity funding in calendar year 2023, as well as information about your 911 System Plan and upcoming PSAP audits. A summary of **911 Program Reporting Requirements** and associated due dates for calendar years 2023-2025 is provided in **Appendix D**.

1. Payment Requirements

1. Deposit Requirement for 911 Funds: 911 Funds (83% and 15%) must be deposited and maintained in an interest-bearing account owned by the PSAP or county.	Requirement of	
	83% Fund	15% Fund
	✓	✓

Common Questions:

- **Can my county pool Funds, including 911 Fund revenue, to generate more interest?**
Yes. However, the county must have a reasonable method in place to allocate the appropriate share of interest to the county's 911 Fund on a timely basis.
- **What costs can I cover with interest revenue?**
Interest income from 83% or 15% funds must be used for any eligible 911 cost.

2. Requirement for Where Formula-Based Payments are Made: Formula-based payments will be made directly to each county.	Requirement of	
	83% Fund	15% Fund
	✓	✗

For consolidated or regional PSAPs, payments will be made directly to each county. Chapter 53 provides each county at least 3% of 911 revenue collections regardless if a county has consolidated 911 operations. Also, this approach would assist counties with determining assets, balances, etc. should arrangements for the consolidated PSAP change (i.e., addition of another county or dissolution of the consolidated PSAP).

3. 15% Payment Requirements – Advances and Reimbursements: PEMA may advance 15% funds per project milestone outlined in the approved grant application with the exception of the last project milestone, which will be paid as a reimbursement.	Requirement of	
	83% Fund	15% Fund
	✗	✓

PEMA maintains discretion over whether to issue advance payments for a project. Project progress, reported project expenditures, and remaining balances from previous projects or milestones will be considered when determining whether to issue subsequent advance payments for a project.

Common Question:

- **At the end of the year, the amount of 15% grant funds spent on a project is required to match the amount of grant funds received from PEMA for the project. What do I need to do as a PSAP to satisfy this requirement?**

This topic will be covered in the instructions and training for the Annual Report and Quarterly Progress Report. The first item for PSAPs to complete is to ensure all costs incurred for the project in 2023 are reported on the 2023 Annual Report. This includes costs incurred in 2023 but not paid until 2024.



If total project costs exceed the total amount of grant revenue received from PEMA for a project at the end of the year, PEMA will issue a grant payment to ensure grant revenue matches grant expenditures. PEMA can issue a partial payment at the end of the year for grant revenue and expenditures to match.

If total project costs are less than the total amount of revenue received from PEMA at the end of the year, the excess revenue is treated as unearned revenue and will be reported as an Amount Paid for the related project and milestone on the 2024 Annual Report.

Please keep in mind the following items once a project is completed:



- If funds remain on the grant award, the remaining balance of the grant award will be liquidated by PEMA and used for other statewide interconnectivity purposes.
- Any excess grant funds the county was paid for the project must be returned to PEMA using the methods and procedures prescribed by PEMA.

2. Eligibility Requirements

1. Eligible Use of 911 Funds: 911 Funds (83 & 15%) shall only be used for eligible costs provided on the 2023 Eligibility Factors List. 911 funds shall not be transferred for General Fund use.	Requirement of	
	83% Fund	15% Fund
		

Common Question:



- **What happens if funds are spent on an ineligible cost?**
PEMA will review each expenditure reported by a county on its Annual Report to verify eligibility and reporting requirements are met. If funds are spent on an ineligible cost, the county's 911 Fund shall be reimbursed from other funding sources of the county (i.e., a non-911 funding source must cover the cost). Verification of the reimbursement occurring will typically take place during the biennial audits that are currently conducted by Maher Duessel when the County's 911 Fund is compared to the Combined/Annual Report.

2. Eligible Use of 15% Funds: 15% funds awarded via a grant award shall only be used according to the approved work plan (milestones and budget) provided on the grant application for a project.	Requirement of	
	83% Fund	15% Fund
		

Common Question:

- **I have a remaining balance from a project. Can I repurpose these funds to cover other costs?**
As provided in Section 18 of the statewide interconnectivity grant agreement, a county may request changes to an approved project workplan through a written request to PEMA. **Project workplan changes shall only be related to the original intent and scope of the approved project workplan.**



- For example, a county was awarded funds to develop NG911 compliant GIS datasets. The county identifies a software license is needed to assist with GIS data development. The county may request a change to the workplan to repurpose grant funds to cover the cost of the software. A request to use funds for a CHE, CAD, or other non-GIS project would not be acceptable.
- PEMA maintains sole discretion to approve or disapprove requested changes. Approval of changes to the project workplan will be communicated by PEMA to the county in writing. The grant application must be updated to reflect the change.

3. Grant Period of Performance Requirement: A PSAP must spend or obligate grant funds within the period of performance provided in the grant agreement.	Requirement of	
	83% Fund	15% Fund
		

Common Questions:

- **What do I need to do to meet this requirement?**
The period of performance (beginning and end date) for a project is provided in Section 3 of the grant agreement. **The county must either complete the project or request an extension before the end date of the period of performance.** The county is responsible for requesting an extension from PEMA if the project will not be completed within the period of performance. An extension request must provide reasons for the project delay and expected completion date. PEMA maintains sole discretion to approve or disapprove requested extensions. A county should request an extension as soon as possible prior to the end date to allow PEMA and the Comptroller’s Office adequate time to process the extension.
- **Why is it important to complete the project or request and extension before a grant agreement expires?**
PEMA will not have the ability to issue payments to a county if the period of performance expires. The grant agreement is no longer considered valid by the Commonwealth once the period of performance expires.



3. Reporting Requirements

1. Annual Report Requirement: Each county must submit an Annual Report for calendar year 2023 by April 15, 2024 using the methods and procedures prescribed by PEMA. The Annual Report must be completed using the modified accrual basis of accounting in all instances where practical. <i>This topic will be covered in the instructions and training for the Annual Report.</i>	Requirement of	
	83% Fund	15% Fund
		

Common Questions:



- **I’m new in my role. Is there training available?**
PEMA will provide Annual Report preparers with training and detailed line-item instructions well in advance of the Annual report being due. The training and instructions will cover reporting requirements, including specific scenarios such as how to treat shared costs among programs or departments, prepaid items, multi-year contracts, the Anti-windfall provision of our legislation, closing out 15% grant projects, and other important details. 911 Office staff are also available to provide on-site or remote support to assist counties with meeting 911 Program requirements

- **Where do I submit the 2022 Combined Report and 2023 Annual Report?**
 - The 2022 Combined Report (covering January - December 2022) will be submitted in the current PEMA 911 Webtool with a due date of April 15, 2023.
 - The 2023 Annual Report (covering January - December 2023) will be submitted in the new PSAP Portal.
 - After the 2022 Combined Report is submitted in the Webtool, financial reporting activity will transition from the Webtool to the PSAP Portal.

<p>2. 15% Funds – Quarterly Progress Report (QPR) Requirement: For counties that have an open grant project, a QPR must be submitted by the county each quarter until the project is closed. If a county has an open statewide interconnectivity project, the QPR will serve many important functions and will be the only method to perform:</p> <ul style="list-style-type: none"> – Reporting project progress – Requesting milestone payments – Reporting grant expenses – Closing out a project <p>Note: PSAPs will only be able to report project expenditures or request payments on a quarterly basis by using the QPR. Project progress reported on the QPR will assist with evaluating payment requests.</p>	Requirement of	
	83% Fund	15% Fund
		

Common Questions:

- **Is every county required to file a QPR?**
No, only counties that have directly received a grant agreement from PEMA and have an open grant project will have to submit a QPR.
- **When does the requirement to submit a QPR end?**
The requirement to submit a QPR for a project ends when the project is closed with PEMA.
- **The QPR is a new requirement. Will training be provided?**
PEMA will be providing all PSAPs with detailed instructions and training opportunities on how to prepare and submit a QPR. The training and instructions will cover processes and requirements related to requesting payments, reporting grant costs, ensuring grant revenue and costs match at year end, and closing out a project with PEMA.

<p>3. Supporting Documentation Requirement: Accounting records must be supported by source documentation. Examples include invoices, contracts, agreements, time sheets, etc. This topic will be covered in the instructions and training for the Annual Report.</p>	Requirement of	
	83% Fund	15% Fund
		

4. 911 System Plan

Under Pennsylvania law (35 Pa C.S. § 5304) each county is required to develop and maintain a 911 System Plan. Overall, the 911 System Plan is intended to be a way for PSAPs to communicate activities, accomplishments, funding considerations, and future plans to a variety of stakeholders including elected officials, the general public, and PEMA. As part of its 911 System Plan submission, a PSAP will:

- Maintain PSAP inventory data
- Measure compliance with the new state minimum Technology, Operations, and Planning requirements
- Measure progress towards NG911 implementation
- Submit a financial plan by Cost Type for the next two years
- Identify anticipated, significant funding impacts (i.e., system replacement) by Cost Type through the next five (5) years

PEMA intends to use Plan information for activities such as:

- Planning, budgeting, and allocating statewide interconnectivity funds for multiple years
- Maintaining the State 911 Plan and 911 system priorities
- Maintaining the framework of state minimum requirements
- Establishing objectives and measuring progress for NG911 service enhancements
- Maintaining the Eligibility Factors List

Initial 911 System Plan submissions were due from each county on September 30, 2022 and will be updated on a biennial cycle. **There are no 911 System Plan submissions due in 2023.**

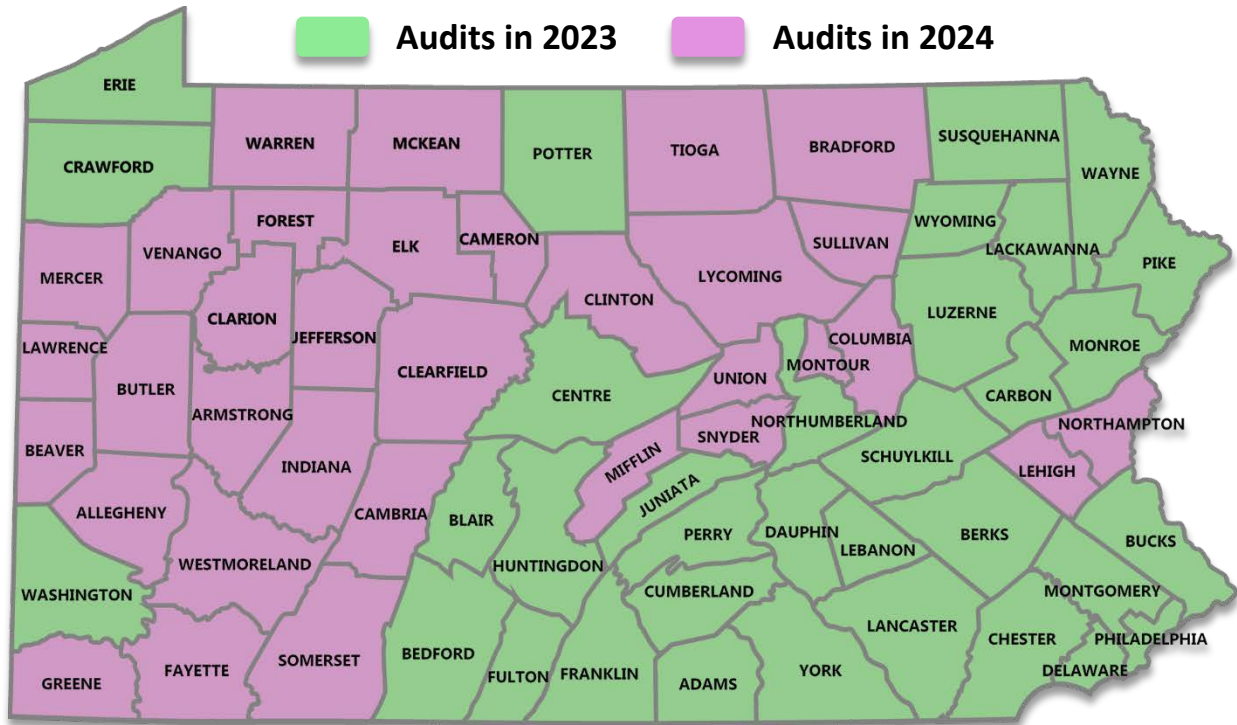
PEMA looks forward to incorporating feedback received from the counties to enhance the planning process. It is anticipated we will be making enhancements to the Planning Module in the PSAP Portal in early 2023. We will re-open the Planning Module as soon as possible so counties can begin working on their next 911 System Plan.

5. 2023 PSAP Audits

Per Title 35 Pa. C.S. § 5303(a) (12), PEMA is to require a biennial performance audit of each 911 system's use of money from the fund, including allocations to capital or operating reserves. In 2023 and subsequent years, audits will be conducted on roughly half of the Commonwealth's sixty-seven (67) recipients of 911 funding covering calendar years 2021 and 2022. Records related to the financial and programmatic aspects of 911 operations should be readily accessible for audit.

The purpose of the audits is to:

- Determine compliance with PEMA's financial management guidance and requirements
- Determine if financial statements are presented fairly and comply with the requirements of Commonwealth laws and regulations
- Determine if funds were used for eligible costs in accordance with the Eligibility Factors List, program guidance, and grant agreements
- Determine 911 Fund balances



Counties to be audited in 2023

- Adams
- Bedford
- Berks
- Blair
- Bucks
- Carbon
- Centre
- Chester
- Crawford
- Cumberland
- Dauphin
- Delaware
- Erie
- Franklin
- Fulton
- Huntingdon
- Juniata
- Lackawanna
- Lancaster
- Lebanon
- Luzerne
- Monroe
- Montgomery
- Northumberland
- Perry
- Philadelphia
- Pike
- Potter
- Schuylkill
- Susquehanna
- Washington
- Wayne
- Wyoming
- York

Counties to be audited in 2024

- Allegheny
- Armstrong
- Beaver
- Bradford
- Butler
- Cambria
- Cameron
- Clarion
- Clearfield
- Clinton
- Columbia
- Elk
- Fayette
- Forest
- Greene
- Indiana
- Jefferson
- Lawrence
- Lehigh
- Lycoming
- McKean
- Mercer
- Mifflin
- Montour
- Northampton
- Snyder
- Somerset
- Sullivan
- Union
- Tioga
- Venango
- Warren
- Westmoreland

Appendix A: NG911 Service Enhancement Roadmap Development Process



PURPOSE:

A primary objective of PEMA is to work with the 911 Advisory Board and county partners to operate and enhance the NG911 system in a planned, coordinated, and financially sustainable manner. The purpose of the **NG911 Service Enhancement Roadmap Development Process** is to implement a structured framework for managing planned enhancements to the NG911 system and to establish roles, responsibilities, policies, and procedures for the management of NG911 service enhancement requests.

TYPES OF NG911 SERVICE CHANGES:

As part of the NG911 service contract, there are two types of changes: **Standard** and **Service Enhancement**. (A description of each is below for awareness.) Service Enhancement Changes are the focus of this process as these types of changes may impact 15% funding.

Standard Change: A change related to the NG911 service included in the NG911 contract scope of work. Here are a few examples of a standard change:

- Change of PSAP policy routing rules
- Change of PSAP contact information
- Change ALI database user account
- Change to configuration of PSAP's SIP trunks to increase/decrease quantity

Additional examples may be found in the *Standard Operating Procedures for PSAP Incident Reporting & Change Management* document, which is reviewed with each PSAP during their migration to NG911 service.

Service Enhancement: A requested change to the NG911 service that is outside the contract scope of work or a change that includes a cost. Here are some examples of a service enhancement:

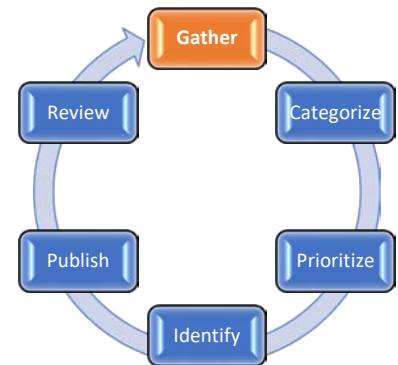
- Addition of ancillary services/applications onto the ESInet
- Convert two or more PSAPs to a shared CHE configuration
- Move a PSAP to a new location
- Increase ESInet circuit bandwidth from 100M to 1G, 1G to 10G

These types of changes are the focus of this NG911 Service Enhancement Roadmap Development Process.

NG911 SERVICE ENHANCEMENT ROADMAP DEVELOPMENT PROCESS:

1. GATHER INPUTS

A SERF must be submitted by April 15, 2023 in order for a Service Enhancement change to be considered for 15% funding in 2023. It is important to stress that discussion between PEMA and the county/region should occur before a SERF is submitted. **Submission of a SERF formally identifies a request to be categorized in Step 2 of the NG911 Service Enhancement Roadmap Development Process.** The SERF is an electronic form that may be completed online and is available to PSAPs via the Comtech Insights portal. Hard copies of the SERF may also be submitted via email.



Potential service enhancement changes will primarily be identified through review of 911 System Plan submissions. The *Plans By Cost Type – Detailed Projections and Anticipated Changes Sections* and *Inventory Section* of 911 System Plan submissions will be leveraged to identify potential Service Enhancement requests. PEMA will work with counties/regions to submit a SERF for service enhancement changes identified through the 911 System Plan submissions.

A county or region may also submit a SERF at any time for standard and service enhancement changes. This would include requests for which the county/region is requesting 15% funding support, but the enhancement would only apply to a regional ESInet and are outside the scope of the NG911 service contract. Again, it is important to stress that discussion between PEMA and the county/region should occur before a SERF is submitted. **Service Enhancement requests initially identified via a 911 System Plan submission will receive a higher priority than those initially identified on a SERF.**



IMPORTANT ITEMS TO UNDERSTAND IN THIS STEP:

- **April 15 is the submission deadline for Service Enhancement change requests to receive any potential 15% funding consideration in the current year funding cycle.** For example: Service Enhancement change requests must be submitted by April 15, 2023 to receive consideration in the 2023 15% funding cycle. Consideration of a service enhancement request is not guaranteed for 15% funding in a given funding cycle and is dependent on the number of other requests being evaluated, available vendor resources to evaluate the request, available funding, etc.

- **There is a blackout period for assessing new requests received between April 16, 2023 and September 1, 2023.** While new SERFs may be submitted after April 15, the evaluation of these new Service Enhancement change requests will not begin until after September 1 to allow focus on requests that may impact the current 15% funding cycle. Emergency requests that are critical to support NG911 call delivery would be the only exception to this approach.
- **PSAPs should submit Service Enhancement requests as early as possible prior to the April 15, 2023 due date.** Enhancement requests may require a lot of time and effort between PEMA, Comtech, Counties, and other vendors to define the scope of work along with the operational, technical, and financial implications of integrating an enhancement into the NG911 solution.

2. CATEGORIZE INPUTS

All Service Enhancement change requests will be evaluated to:

1. Identify any improvements to the request and if other county needs can be addressed if this Service Enhancement moves forward
2. Categorize Service Enhancement requests as follows:
 - **Must Have:** Enhancements that are critical to support the provision of NG911 service
 - **Should Have:** Enhancements that aren't critical to the provision of NG911 service but are still deemed important to the project
 - **Could Have:** Enhancements that are not necessary to the core function of the NG911 service but would be useful and would add value to the PSAP(s)
 - **Not Supported:** Enhancements that are outside the scope of the NG911 project, not a priority at this time, or not considered for support



IMPORTANT ITEMS TO UNDERSTAND IN THIS STEP:

- **SERFs will be evaluated at scheduled intervals between September 1 and April 15.**
- The identification of improvements will be completed by PEMA working with the 911 Advisory Board Funding & Technical Subcommittees and other stakeholders where needed.
- The categorization of SERFs will be completed by PEMA with the advice and recommendations of the Funding Subcommittee, Technical Subcommittee, and 911 Advisory Board considered
- If additional details are needed to understand a Service Enhancement request, the requestor may be invited to present their request at a 911 Advisory Board meeting. The presenter must be a representative of the requesting entity and not a vendor or consultant.

3. PRIORITIZE SERVICE ENHANCEMENTS TO PURSUE

In this step, PEMA will work with Comtech, other vendors, the requestor, and the Funding & Technical Subcommittees to identify dependencies, issues, or other details that need to be considered among the categorized requests. (i.e., a fiber connection needs to be completed before a certain Service Change could be implemented.) Then, service enhancement requests will be prioritized according to their category (assigned in Step 2) and logical order of implementation/development.



Finally, the specific initiatives will be identified for submission to Comtech to investigate the impact of the change request on the price, timetable, specifications, and other terms and conditions of the NG911 service contract.



IMPORTANT ITEM TO UNDERSTAND IN THIS STEP:

- The prioritization and identification of Service Enhancement requests to move forward for investigation of their impact will be completed by PEMA with the advice and recommendations of the Funding Subcommittee, Technical Subcommittee, and 911 Advisory Board considered.

4. IDENTIFY ENHANCEMENTS THAT WILL MOVE TO PRODUCTION

The ability to support service enhancements will vary from year to year based on factors such as available funding, available vendor resources, NG911 system needs (i.e., bug fixes, performance improvements, etc.), priorities, future plans, etc. PEMA will work closely with Comtech and other stakeholders to determine which enhancements will move into production and the timeline associated with each.



IMPORTANT ITEMS TO UNDERSTAND IN THIS STEP:

- Comtech will be responsible for investigating the impact of the change request on the price, timetable, specifications, and other terms and conditions of the NG911 service contract and will provide that information to PEMA.
- If a cost is associated with the change, PEMA and the PSAP(s) will evaluate the cost to determine and agree which party is responsible for the cost and the funding source(s).
- All parties (PEMA, PSAP, Comtech) must mutually agree in writing to proceed with implementing a service enhancement.
 - PEMA will execute a contract Change Order with Comtech
 - Comtech creates ticket and assigns team
 - Comtech determines actions to implement change, coordinates with all affected parties
 - PSAP will be provided updates throughout change cycle
 - Comtech works with PSAP to coordinate any testing
 - Comtech notifies PSAP change is complete
 - Ticket is closed upon mutual satisfaction

5. PUBLISH ROADMAP

The following items will be provided to all PSAPs via a secure online portal:

- A list of initiatives moving into production and associated timelines
- A list of categorized/prioritized service enhancement change requests



6. REVIEW, REVISIT, AND UPDATE

Steps 2, 3, 4, and 5 (Categorize, Prioritize, Identify, Publish) will be completed at scheduled intervals.

Appendix B: Additional Resources – Consolidation Funding Guidelines

PSAP CONSOLIDATION FUNDING GUIDELINES – 15% FUNDS

1. The counties that govern the PSAPs considering physical consolidation must complete a feasibility study to receive consideration for 15% funding to support the consolidation. The purpose of the feasibility study is to:
 - Provide counties considering PSAP consolidation with information needed to assist with the decision to consolidate and assist with consolidation project planning
 - Identify costs and funding sources needed to facilitate the consolidation
 - Provide PEMA the ability to plan for impacts to the State ESInet and NG911 service contract
 - Provide PEMA the ability to consider the consolidation in 15% planning and budgeting efforts
2. **New PSAP consolidation projects must meet the following definition** to be considered for 15% funding:
 - A project that combines two or more primary PSAPs into a single, physically combined primary PSAP with an integrated management structure that serves the same population previously served by independent primary PSAPs
3. The county(s) must contact PEMA prior to April 15, 2023 to request 15% funding support to complete the feasibility study.
4. A copy of the completed feasibility study must be submitted to PEMA, which will be reviewed for:
 - Alignment of the project with the definition of a PSAP consolidation
 - Clarifications needed on the consolidation plan
 - Recommendations for efficiencies or improvements to the consolidation plan
5. If the counties pursue consolidation, a SERF must be submitted as outlined in the **NG911 Service Enhancement Roadmap Development Process** provided in Appendix A. The submission of a SERF will facilitate discussions between PEMA and the counties regarding costs and funding sources for the consolidation.

FEASIBILITY STUDIES MUST INCLUDE THE FOLLOWING ITEMS AT A MINIMUM:

- A detailed plan that provides the steps and timeline for completing the physical consolidation
- The plan must identify existing infrastructure that will be leveraged, and any infrastructure upgrades needed to complete the consolidation
- A description of the services the consolidated PSAP will perform
- Details of how the consolidated PSAP will be governed, organized, and staffed
- Anticipated line-item costs and total anticipated cost of the consolidation
- Anticipated cost savings of the PSAP consolidation
- A plan to fund and sustain the consolidated PSAP inclusive of all funding sources:
 - Costs the counties will seek to be funded from 15% funds must be identified
 - The funding plan must provide other funding options if 15% funds are not available



Note: PEMA's agreement with a feasibility study, your adherence to these guidelines, or any recommendations from PEMA or the 911 Advisory Board supporting the consolidation plan **DOES NOT GUARANTEE** 15% funding support.

Appendix C: 2023 Eligibility Factors List

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2023:
CALL HANDLING EQUIPMENT (CHE)	CHE Hardware/Software/Workstations	CHE costs to support 911 call processing: <ul style="list-style-type: none"> • Server hardware, • Software, • Peripherals (including printers, monitors, keyboards, and mouse), • Workstations • Master clock/time sync equipment • ANI/ALI controllers • Automatic call distribution (ACD). Eligible costs are limited to the primary PSAP and primary back-up PSAP.	None
	CHE Maintenance	<ul style="list-style-type: none"> • Service contracts for CHE hardware/software maintenance • Licensing fees. 	None
	Headsets	<ul style="list-style-type: none"> • Operator headsets • Related equipment used to connect the headset for processing and dispatching a 911 call. • Maintenance/repairs 	None
	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: <ul style="list-style-type: none"> • MIS server hardware • Software • Peripherals (including printer, monitor, keyboard, and mouse), • Annual subscription costs for a third-party hosted solution. 	None
	Interpretation Service	<ul style="list-style-type: none"> • Services procured from a vendor to provide on-demand language interpretation. 	None

COMPUTER AIDED DISPATCH (CAD)	CAD Hardware/Software/Workstations	CAD costs to support processing of CAD events from initial call entry to final disposition: <ul style="list-style-type: none"> • Server hardware • Software - includes CAD modules, interfaces (e.g., paging, CAD-to-CAD, etc.), and cybersecurity. • Peripherals (including printers, monitors, keyboards, and mouse), • Workstations. <p>Eligible costs are limited to the primary PSAP and primary back-up PSAP.</p>	None
	CAD Maintenance	<ul style="list-style-type: none"> • Service contracts for CAD hardware/software maintenance • Licensing fees. 	None
	Call Taking Protocol/Quality Assurance	Emergency Medical/Fire/Police Dispatch (EMD/EPD/EPD) system costs: <ul style="list-style-type: none"> • Hardware • Software/licenses – includes quality assurance software • CAD system integration • Maintenance 	None
	Mobile Data System Interface	Costs directly related to the 911 system and radio tower sites to enable and connect mobile data systems: <ul style="list-style-type: none"> • Equipment • Server-side (PSAP side) software • Client-side software that interfaces with the server-side software at the PSAP is an eligible cost. 	None
	Records Management System (RMS) Interface	<ul style="list-style-type: none"> • Required CAD interfaces or modules (<i>ON THE CAD / PSAP SIDE ONLY</i>) that populate RMS (EOC software, web publishing, and field reporting systems for response agencies, etc.) with CAD data. 	None
CONNECTIVITY/ INFRASTRUCTURE	Emergency Services IP Networks (ESInet)	Transport and connectivity costs to connect multiple PSAPs together in a regional or state-level ESInet. Examples of eligible costs include: <ul style="list-style-type: none"> • Hardware • Software 	None

		<ul style="list-style-type: none"> • Networking equipment • Security appliances/software • Third-party services for hosted solutions 	
	Wired or Wireless Connectivity	<p>Connectivity costs that support the transport of 911 callers and/or information. Eligible costs include costs to provision connectivity between the call origination services, PSAPs and other public safety entities, including (but not limited to):</p> <ul style="list-style-type: none"> • Wireline trunks/lines • Wireless trunks • Fiber optic circuits • Microwave links • Administrative lines • Ring-down circuits • Tandem trunks. 	None
	Maintenance	<ul style="list-style-type: none"> • Service contracts for connectivity hardware/software maintenance. 	None
CONTRACTED SERVICES	Call Taking and Dispatch Fees	<ul style="list-style-type: none"> • Fees paid to another PSAP for handling of 911 calls. 	None
	Professional Services	<p>Professional services procured from contractors or consultants for:</p> <ul style="list-style-type: none"> • Procurement assistance (including legal fees) • System integration/implementation support • System design and planning • PSAP operational policy development • Engineering • Administrative assistance 	None

FACILITIES	Access Control/Security Systems	<p>Costs to acquire or maintain access control and other security systems for PSAPs and tower sites.</p> <p>Examples of eligible costs includes:</p> <ul style="list-style-type: none"> • Keys • Access cards • Card readers • Cameras • Video monitors/recording equipment • Controller systems. 	None
	Emergency Power Generator	<p>Costs for emergency power generation at the PSAP and Tower Sites:</p> <ul style="list-style-type: none"> • Generator • Fuel • Fuel storage tank costs 	None
	Heating, Ventilation, and Cooling (HVAC)	<ul style="list-style-type: none"> • Environmental control of temperature and humidity equipment within the PSAP, the PSAP equipment room and Tower Sites. 	None
	Mobile Communications Unit Maintenance	<p>Maintenance costs for a Mobile Communications Unit used as the primary back up PSAP. Maintenance in this Cost Category refers to items such as:</p> <ul style="list-style-type: none"> • Registration • Inspection • Batteries • Other routine maintenance costs for a mobile communications unit used as the primary back-up PSAP. <p>Important Eligibility Criteria Notes:</p> <ul style="list-style-type: none"> • 911 system maintenance (i.e., CHE, CAD, etc.) should be reported in the appropriate Cost Type and Cost Category. • Only the percentage of costs related to 911 duties are eligible for funding. • Mobile Communications Unit maintenance costs are eligible ONLY when the PSAP has no other back up/alternate facility. 	None

	Relocation Expenses	<p>Costs for moving 911 equipment or operations to during a planned transition or emergency:</p> <ul style="list-style-type: none"> • Transportation • Professional services 	None
	Rent	<p>Payments made for use of a facility in support of 911 service delivery:</p> <ul style="list-style-type: none"> • Rent for PSAP facilities • Rent for remote radio sites 	None
	Repairs	<p>Non-cosmetic facility repairs at the primary PSAP necessary for 911 operations. Non-cosmetic repairs are those that do not add significant value to the property or extend its life. They are reasonable in amount and necessary to keep the property in habitable condition. Repairs generally considered restoring an item to its previous good condition.</p> <p>Examples of repairs include:</p> <ul style="list-style-type: none"> • Repainting a room directly related to 911 operations • Repairing a leaking roof • Replacing a broken window • Repairing existing plumbing • Repairing existing appliances <p>Renovations are not eligible for 911 funds. A renovation is considered an improvement that adds something that previously was not there, upgrading something that was existing, or adapting something to a new use. Renovations are usually more intensive than repairs and usually involve greater cost.</p> <p>Examples of renovations include:</p> <ul style="list-style-type: none"> • Regrading lots/parking lots • Adding an addition or remodeling an existing facility • Replacing an entire roof • Replacing all windows 	None

		<ul style="list-style-type: none"> Replacing existing plumbing <p>Note: Renovations would be considered on a case-by-case basis only for involuntary PSAP physical consolidation projects. PEMA recognizes every PSAP consolidation project is different and faces a unique set of challenges. Funding situations that fall outside of the outlined PSAP Consolidation Funding Guidelines will be considered by PEMA on a case-by-case basis.</p>	
	Services Contracts/Maintenance - PSAP	<p>Service and maintenance costs at the PSAP. Costs include:</p> <ul style="list-style-type: none"> Fire suppression Pest control Cleaning services Mat rental, Annual service contracts for UPS, generator, or HVAC maintenance. Insurance costs for PSAP facilities and equipment. <p>Important Eligibility Criteria Notes:</p> <ul style="list-style-type: none"> For insurance costs to be eligible, a county must provide clear documentation that shows the insurance policy is for 911 only and the cost specific to 911. If insurance is included in indirect costs for a county, only the portion related to PSAP facilities and equipment is eligible. Other types of insurance are not eligible. 	None
	Facility Supplies	<p>Costs for supplies needed to support PSAP operations. Costs are strictly limited to:</p> <ul style="list-style-type: none"> Cleaning supplies Restroom supplies Sanitary supplies. <p>Some examples to demonstrate eligible costs include paper towels, hand soap/sanitizer, trash can liners, disinfectant wipes, first aid, mops/brooms, etc.</p>	None

	Uninterruptable Power Supply (UPS)	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. Workstation UPS to support workstations not otherwise covered by a facility-based UPS system are an eligible cost.	None
	Utilities	Public utility costs for the PSAP and radio tower sites: <ul style="list-style-type: none"> • Power • Water, • Sewage/septic services/storm water • Internet access • Cable television 	None
GEOGRAPHIC INFORMATION SYSTEM (GIS) MAPPING	GIS Hardware/Software/Workstations	Costs to support GIS data creation/maintenance: <ul style="list-style-type: none"> • GIS server hardware • Software • Peripherals (including printers/plotters, monitors, keyboards, and mouse), • Workstations to support GIS data creation/ maintenance. <p>Important Eligibility Criteria Notes:</p> <ul style="list-style-type: none"> • GIS personnel costs should be reported under Personnel 	None
	GIS Data Development, Assessment, Maintenance, and Professional Services	<ul style="list-style-type: none"> • Services procured from a vendor to support the creation, assessment, improvement, and maintenance of 911- related GIS data and data layers. 	None
MASS NOTIFICATION SYSTEM	Public Alerting/Warning System	Costs to support a mass notification, public alerting/warning system: <ul style="list-style-type: none"> • Hardware • Software, • Peripherals (including monitor, keyboard, and mouse), • Workstation(s) • Annual subscription costs for a third-party hosted solution. 	None

OFFICE OPERATIONS	Communications	<p>Communications costs for PSAP administrative staff:</p> <ul style="list-style-type: none"> • Cellular service/equipment, • Air cards • Pager service/equipment 	None
	Meals for extended/emergency events	<ul style="list-style-type: none"> • Subsistence for 911 personnel working during a no notice emergency event (in conjunction with a county EOC activation) such as a blizzard, active shooter, flood, etc. 	None
	Office Equipment/Software	<p>Costs for typical office equipment to perform the duties of a PSAP: Examples of eligible costs include:</p> <ul style="list-style-type: none"> • Copiers, fax machines, paper shredders, printers, laminators • Laptops, computers and monitors, • Software used for PSAP administration (i.e., scheduling), • Furniture for administrative staff dedicated to 911. 	None
	Office Supplies	<p>Costs include those supplies used for 911 operations. Office supplies are considered the normal, routinely consumable materials necessary to perform the duties of a PSAP such as:</p> <ul style="list-style-type: none"> • Paper, pens, pencils, ink, postage, staples, etc. The list is not inclusive but eligible costs are strictly limited to office supplies. <p>Some examples to demonstrate ineligible costs include:</p> <ul style="list-style-type: none"> • Small appliances • Holiday decorations/supplies • Greeting cards/picture frames • Smoking urns • Landscaping supplies • Club store memberships 	None

	Telecommunicator Recognition	<p>Costs for 9-1-1 telecommunicator recognition. Examples of eligible costs include:</p> <ul style="list-style-type: none"> • Plaques, certificates, pins, shirts, and comparable items that are reasonable in amount. <p>Important Eligibility Criteria Note:</p> <ul style="list-style-type: none"> • Items of monetary value, such as gift cards, are not eligible for 911 funding. 	None
	Uniforms	<ul style="list-style-type: none"> • Uniforms for telecommunicators while performing duties within the PSAP 	None
	Workstation Furniture	<ul style="list-style-type: none"> • Furniture that houses PSAP workstation equipment where the primary call-taking and dispatch functions occur • Chairs/seating at the positions 	None
PERSONNEL	Salaries/Benefits	<ul style="list-style-type: none"> • Salary or benefit costs directly associated with personnel operating a 911 system. <p>Important Eligibility Criteria Notes:</p> <ul style="list-style-type: none"> • If personnel have duties outside of 911, only the percentage of time related to 911 duties is eligible for funding- 	None
	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: <ul style="list-style-type: none"> ○ Attend training, continuing education courses, and meetings related to 911 service delivery ○ Support 911 operations 	None
	Pre-Employment Costs/Post-Employment Costs	<p>Costs associated with the recruitment, hiring and screening of trainees and telecommunicators. Examples of eligible costs include:</p> <ul style="list-style-type: none"> • Physicals and other required tests. • Job postings/advertisements • Employee random drug testing 	None

		<ul style="list-style-type: none"> • Medical release/return to work physicals • Fitness for duty evaluations. 	
	911 Professional Associations	<ul style="list-style-type: none"> • Costs for 911 personnel to join or maintain membership in a 911 professional association • Subscription fees for 911-related publications • Costs for 911 related certifications such as ENP, RPL, etc. 	None
PUBLIC EDUCATION	Public Education	<p>Costs include any materials that educate the community on 911 issues, such as the appropriate use of 911. Examples of eligible costs include:</p> <ul style="list-style-type: none"> • Education and outreach material development (pamphlets, videos, posters, newsletters and other resource materials) • Public service announcements • Website development as it pertains to 911 	None
RADIO SYSTEMS	Radio System Hardware/Software	<p>Costs for core radio system components from the dispatch positions to the antenna. Costs include:</p> <ul style="list-style-type: none"> • Radio consoles • Transceivers • Receivers • Servers • Modems • Towers/Shelters/tower sites • Broadband infrastructure • Headsets <p>Important Eligibility Criteria Notes:</p> <ul style="list-style-type: none"> • Eligible costs are limited to the primary PSAP and primary back-up PSAP. • Purchase of land/real estate and related taxes are not an eligible cost. 	None
	Radio System Maintenance - PSAP	<ul style="list-style-type: none"> • Costs for core radio system maintenance from the dispatch positions to the antenna. 	None

	Radio Tower Sites Maintenance	Costs to maintain radio tower sites and equipment. Examples of eligible costs include: <ul style="list-style-type: none"> • FCC license and frequency fees • Emergency repairs • Fire suppression • Pest control • Road and vegetation maintenance • Snow removal 	None
	Mobile Data Terminal (City - 1st class)	<ul style="list-style-type: none"> • Using only remaining wireline 9-1-1 funds prior to Act 12, a city of the 1st class may purchase mobile data terminals that will be owned by the PSAP. 	None
VOICE/DATA RECORDER	Digital Voice/Data Recorder	Costs to support a voice/data (logging) recorder system: <ul style="list-style-type: none"> • Server hardware • Software • Peripherals (including monitor, keyboard, and mouse) • Workstation(s) • Annual subscription costs for a third-party hosted solution. 	None
	Maintenance	<ul style="list-style-type: none"> • Service contracts for voice/data (logging) recorder system maintenance. 	None

Using the 2023 Eligibility Factors List:

The 2023 Eligibility Factors List groups costs that enhance, operate, or maintain a 911 system by **Cost Type** and **Cost Category**. For each *Cost Category*, general criteria are provided in the *Eligible Uses* column that counties must use to determine and justify eligibility. Counties are responsible to demonstrate that costs meet the Eligible Uses criteria on the annual Combined Report, or during a biennial audit. Items that do not meet the Eligible Uses criteria are not eligible for 911 funding.

Counties should use the following process to determine eligible uses of funding:

1. Does the item fit into a Cost Type?	2. Does the item meet the Eligible Uses criteria for a Cost Category?
<ul style="list-style-type: none"> • Yes – Refer to the Cost Categories and Eligible Uses for that Cost Type. • No – The item is ineligible. 	<ul style="list-style-type: none"> • Yes - The item is eligible. • No - The item is ineligible.

Appendix D: 911 Program Reporting Requirements - Calendar Years 2023-2025

CY 2023			
ITEM	DUE DATE	APPLICATION	NOTES
2022 Combined Report	4/15/2023	Webtool	<ul style="list-style-type: none"> • The 2022 Combined Report is the final report submitted in the Webtool • For PSAPs audited in 2023, the audit team will contact the PSAP to begin the audit after PEMA's review of the 2022 Combined Report is complete. A PSAP will receive an audit engagement letter before PEMA's review is complete
Grant Quarterly Progress Report	Q3 due 10/31/23 Q4 due 1/31/24	Portal Finance Module	<ul style="list-style-type: none"> • Requirement only applies to counties that have an open 15% grant project(s) • QPR is planned to be released for Q3 2023 • The Q3 report covers grant activity for July – Sept 2023 and is due 10/31/2023
CY 2024			
2023 Annual Report	4/15/2024	Portal Finance Module	<ul style="list-style-type: none"> • First report submitted in Finance Module of new PSAP Portal
Grant Quarterly Progress Report	Q1 due 4/30/24 Q2 due 7/31/24 Q3 due 10/31/24 Q4 due 1/31/25	Portal Finance Module	<ul style="list-style-type: none"> • Requirement only applies to counties that have an open 15% grant project(s) • Progress Reports are due 30 days after a calendar quarter ends
CY 2025			
2024 Annual Report	4/15/2025	Portal Finance Module	<ul style="list-style-type: none"> • Expenses reported by PSAPs are fairly consistent from year to year. To reduce the clerical/administrative burden on PSAPs, PEMA will carry forward certain data elements from your 2023 Annual Report to serve as a template for your 2024 Annual Report. PSAPs will be able to edit/delete/add records as needed.
911 System Plan	4/15/2025	Portal Planning Module	<ul style="list-style-type: none"> • The second 911 System Plan is due 4/15/2025 • This will allow 2024 expense data to be included in your Plan • Similar to the Annual Report, PEMA will carry forward certain data from your initial Plan to reduce the clerical/administrative burden
Grant Quarterly Progress Report	Q1 due 4/30/25 Q2 due 7/31/25 Q3 due 10/31/25 Q4 due 1/31/26	Portal Finance Module	<ul style="list-style-type: none"> • Requirement only applies to counties that have an open 15% grant agreement with PEMA

911 Program Reminders/Notes:

- **Grant Applications:** PEMA will populate all statewide interconnectivity grant applications in cooperation with the applicable county or region
- **Reminders for PSAP Training/Certification/Quality Assurance-Quality Improvement(QA/QI) programs:**
 - PSAPs are required to evaluate their Training, Certification, and QA/QI programs annually and document any changes in the PSAPTC
 - As PSAPs now have responsibility of certifying their telecommunicators, all PSAPs shall maintain an accurate telecommunicator roster in the PSAPTC to demonstrate telecommunicators are maintaining valid certifications and compliance with the PSAP's certification program and procedures