

2025

# Pennsylvania 911 Program 2025 Guidance



Pennsylvania  
**Emergency Management Agency**

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## PART I: 2025 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 2025. 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 utilize 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

The Pennsylvania General Assembly adopted Act 34 of 2023 in December 2023 and updated the uniform 911 surcharge to \$1.95 effective March 1, 2024, through January 31, 2026. 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.

## Notable Changes for 2025

[Act 147 of 2024](#) was signed into law in November 2024 and represents a modernization of the legislation that guides Pennsylvania’s 911 service. One of the most notable items is a change in the required PSAP audit timeline from a biennial to triennial schedule to alleviate potential burdens on county finance staff.

Other significant features of the legislation:

- Updates the Right to Know law to ensure that data elements of the NG911 capabilities, such as video, are prohibited from release when they include identifying information of a victim, witness, or caller
- Defines the authority and responsibilities of local addressing authorities to issue addresses based on NG911 standards to assist with proper routing of emergency calls
- Requires telecommunications providers to notify PEMA and Comtech (the statewide 911 provider) of any 911 outages, and to synchronize their customer information with a PSAP’s GIS data
- Increases the penalties for misuse of 911

## PART II: Formula-Based Funding (83%) - 2025 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 2025 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 2025

- **Impact of the NG911 project on Formula-Based Funding:** As PSAPs migrate to NG911 call delivery service 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 or certain costs will no longer exist. The anticipated impact is that counties will have additional formula-based funds to spend on other eligible 911 costs.
- **Funding formula assistance discontinued:** In previous years (2021 through 2023), statewide interconnectivity funds were used to provide thirty-seven (37) counties a temporary financial offset to address concerns with the prior funding formula calculation. The 911 surcharge increase in 2024, combined with the introduction of a new funding formula, means the practice of using 15% funds for temporary offsets is no longer required. Funding formula assistance was discontinued in 2024. PEMA will continue to work closely with counties and the 911 Advisory Board to distribute unencumbered 15% and 2% funding by formula to all counties.

### 2025 Formula-Based Payment Calendar

CALENDAR QUARTER		DUE DATE FOR PROVIDERS TO REMIT SURCHARGE REVENUE	ESTIMATED DATE COUNTY RECEIVES PAYMENT
1 <sup>st</sup>	January – March	April 15, 2025	<b>May 7, 2025</b>
2 <sup>nd</sup>	April – June	July 15, 2025	<b>August 6, 2025</b>
3 <sup>rd</sup>	July – September	October 15, 2025	<b>November 7, 2025</b>
4 <sup>th</sup>	October -December	January 15, 2026	<b>February 6, 2026</b>

The payment amounts received for these four quarters will be prepopulated on your county’s 2025 Annual Report as the formula revenue you received for calendar year 2025.

## 2025 Funding Formula

Under Chapter 53, the General Assembly vested PEMA with the duty to establish formulas and methods to distribute 911 funds. One item that Pennsylvania 911 system stakeholders have continually worked to address is updating the distribution formula calculation for 83% funds. In 2020, PEMA and the 911 Advisory Board Funding Subcommittee began the process of reviewing the 83% distribution formula. Initial recommendations for a primarily population-based formula raised concerns among stakeholders that some counties may see a decrease in revenue. To address that concern, most of the new formula is based on average quarterly formula payments in 2021 and 2022 – which ensures no county sees a reduction in formula funding. Chapter 53 requires at least 30% of the formula to be based on population. A small percentage of the formula is based on square miles of a county and population density. At least eighty-three percent (83%) of the surcharge revenue collected quarterly will be distributed to the counties using the following two-part formula-based calculation:

Formula-Based Funding (83%) Distribution Guidelines	
1	Three percent (3%) of the available amount will be equally distributed to each county
2	Remaining funds are distributed based on the following calculation: <ul style="list-style-type: none"><li>a. Sixty-five percent (65%) of average quarterly formula payments from 2021 and 2022</li><li>b. Thirty percent (30%) population*</li><li>c. Two and one-half percent (2.5%) population density*</li><li>d. Two and one-half percent (2.5%) square miles*</li></ul> <p><i>*2020 U.S. Census data will be used to determine population, population density and square miles</i></p>

The increase in the 911 fee (effective March 1, 2024) allowed the funding formula calculation to be updated without any county seeing a negative impact.

## PART III: Statewide Interconnectivity Funding (15%) - 2025 Overview

A phased implementation of NG911 across Pennsylvania is underway with completion anticipated in early 2025. The infrastructure upgrade to NG911, ESInet Ancillary Network implementation, NG911 Phase II Readiness, introduction of a statewide call-handling equipment (CHE) procurement, and assisting PSAPs with achieving the minimum required cybersecurity requirements will add significant costs to the 15% funding stream. Therefore, the process to determine allocations of 15% funds changed from the open, competitive grant application process used in prior years. Instead, Statewide interconnectivity funding allocations will be identified, planned, and budgeted for based on items such as the statewide NG911 Service contract, NG911 Service Enhancement Request program, statewide CHE procurement option, 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 focused on defining allocations of 15% funds for 2024, as well as allocations for 2025 through 2026, as much as possible. PEMA will continue working with counties and regions in January 2025 to identify new shared technology projects or NG911 system feature enhancements and encouraging counties and regions to identify maintenance costs for 2025 and future years.

### 2025 Statewide Interconnectivity Funding Allocations and Priorities

Chapter 53 assigns PEMA the responsibility of using up to 15% of 911 surcharge revenue collections for statewide interconnectivity of 911 systems. It is important to evolve the use of 15% funds from an annual budgetary cycle to a program that forecasts costs over a longer-term. The ability to forecast costs over several years will provide greater flexibility for funding allocations and priorities in future years. PEMA's focus in 2025 is to work closely with the counties and confirm statewide interconnectivity costs for 2025 through 2028.

Allocations of 15% funding for 2025 will be prioritized based on the following guidance:

- 1. NG911 Service Contract Costs for CY 2025:** The top priority for 15% funds in 2025 will be to cover costs associated with operating the statewide NG911 system. CY 2025 non-recurring and recurring costs for the State ESInet and NG911 service are defined in the NG911 Service contract. 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. NG911 GIS Maintenance Costs for CY 2025:** PEMA is focused on ensuring that GIS data is maintained in accordance with NG911 data standards to support ongoing geospatial call routing for NG911 services. Any funding awarded will be to help ensure GIS data is successfully uploaded to the GIS Data Hub monthly, data is compiled as outlined in the PEMA NG911 GIS Data Model Standard and Best Practices guide, and to respond to MSAG change request and ALI Discrepancy Reports.
- 3. PSAP / Regional Cybersecurity Costs:** The Statewide 911 Plan identifies cybersecurity as a priority area, as it is a critical component of ensuring the availability and reliability of 911. A Statewide 911 Cybersecurity Gap Analysis will begin in 2025. This analysis will identify and prioritize resolution of cybersecurity gaps and

vulnerabilities at both the PSAP and regional levels. A priority for 15% funds will be to assist PSAPs and regions in meeting the minimum cybersecurity requirements.

4. **Statewide CHE Contract Costs for CY 2025:** A priority in the Statewide 911 Plan is for 911 system stakeholders to coordinate procurement actions to improve service and control costs. PEMA intends to procure call-handling solutions to complete one of the action steps listed in the Statewide 911 Plan for this priority. A common topic of discussion within the 911 Advisory Board and Subcommittees has been to find more effective ways of procuring systems and services, managing costs, and achieving consistent pricing across the Commonwealth. With numerous emerging applications and technologies entering the public safety community, careful consideration must be made when adopting them to determine the operational, technical, and financial implications of integrating these features into the 911 system.
5. **New Projects - Service Enhancement Roadmap Development for CY 2025:** Looking ahead, investments with statewide interconnectivity funds, outside of the NG911 system, will primarily focus on standardization and leveraging technology to share workload among PSAPs. A primary focus of regionalization efforts has been on call delivery and call processing functions within the PSAP. Regionalization efforts are expected to continue with a focus on computer-aided dispatch (CAD), radio, and other systems which will increase system redundancy and resiliency while permitting shared call taking and dispatching responsibilities between PSAPs.

The NG911 environment opens many new opportunities for PSAPs to incorporate new functionality, modernize and streamline workflows, and share application services. A coordinated approach to deploy a variety of systems and services, including those that support multimedia or additional types of data, will promote interoperability and data sharing among PSAPs and a successful long-term deployment for the public, PSAP personnel, and first responders.

As part of the NG911 project, it is anticipated counties and other public safety stakeholders will be interested in pursuing NG911 system enhancements. The term “NG911 service enhancements” is broad and refers to a variety of initiatives such as incorporating new capabilities within the Next Generation Core Services, new shared technology projects among PSAPs, adding capabilities to existing shared technology projects, ancillary network development, establishment of new network endpoints, and intrastate and interstate interoperability. 15% funds will be used to support NG911 service enhancements that align with the priorities and action steps in the Statewide 911 Plan where possible and appropriate.

The ***NG911 Service Enhancement Roadmap Development Process***, outlined in [Appendix A](#), provides a structured framework for managing NG911 Service Enhancement Requests. PSAPs should review Appendix A, as **following this process is the only way for a service enhancement to be considered for 15% funding.**



**A NG911 Service Enhancement Request Form (SERF) must be submitted by April 15, 2025** for the enhancement or new project to be considered for 15% funding in 2025. County partners are expected to **discuss any enhancement request with the PEMA 911 Office** prior to submitting the form. Please [email the PEMA 911 Office](#) to schedule the discussion.

6. **Maintenance for Existing Shared Technology Implementations for CY 2025:** PEMA will work with county partners and the 911 Advisory Board to define shared system maintenance costs for consideration in the 2025 15% funding cycle as follows:

- *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:
  - Beginning in January 2025, PEMA will work with the applicable counties and regions to confirm shared system maintenance costs for consideration in the 2025 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



To aid in planning and budgeting efforts for 15% funds, **counties and regions are encouraged to obtain quotes that identify maintenance costs for 2026 and beyond.** The ability to forecast costs over several years allows the use of 15% funds to evolve from an annual budgetary cycle and provide greater flexibility for funding allocations and priorities in the future.



**REMINDER: QUARTERLY VENDOR INVOICING**

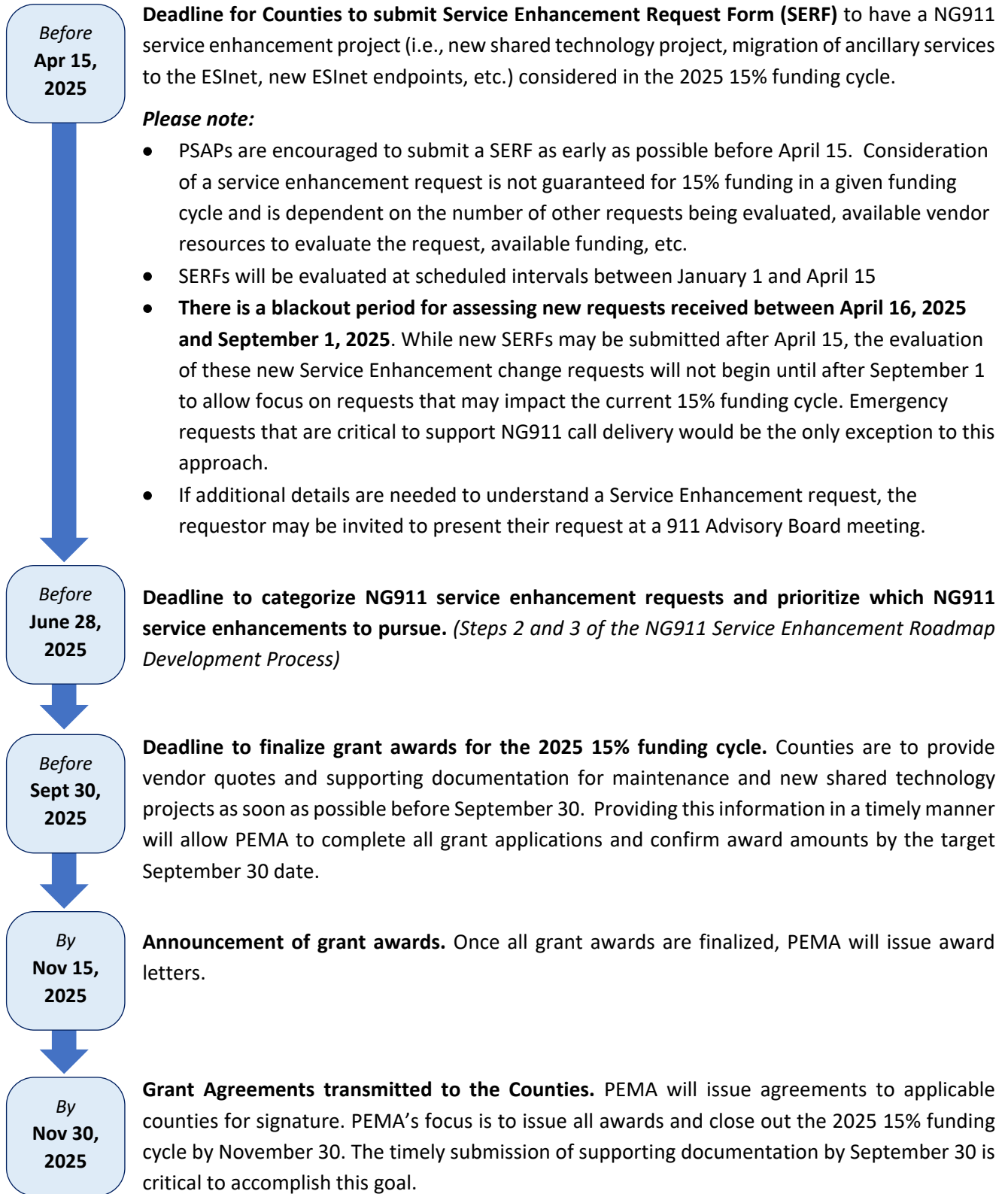
Contracts with CHE and ESInet vendors should **move to a quarterly invoice basis** concurrent with contract renewals. This supports the requirement in the 15% grant agreements to foster cooperation between PEMA, counties, the NG911 service provider, county phone system vendors, and regional network vendors, where applicable.

Maintenance awards for **shared phone systems** and **regional ESInets** may be structured into quarterly milestones to reinforce this approach. PEMA may de-obligate 15% funding from a project where there is failure to cooperate with PEMA or the NG911 service provider, or failure to participate in NG911 system impairment investigations to help identify the cause of a NG911 service-impacting issue and responsibility for resolution until those items are identified.

7. **ILEC Post-Migration Costs for CY 2025:** PEMA aims to use 15% funds to cover the costs of 911 call delivery where possible for all PSAPs. As part of the migration to NG911 call delivery service, some ILEC network and services costs will remain outside of the NG911 system at least in the short term. 15% funds will be allocated to counties to cover these costs where possible and appropriate.

8. **Other:** 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.

## 2025 Statewide Interconnectivity Funding Timeline



***Any remaining 15% funding, after statewide NG911 system costs and allocations for targeted projects are encumbered, will be distributed via an 83% formula-based payment.***

## PART IV: 2025 911 Program Requirements



A successful 911 Program depends on each PSAP’s understanding of (and compliance with) program requirements – especially regarding formula-based and statewide interconnectivity funding.

In this section, we provide guidance and answers to some common questions in the following areas:

1. Payment Requirements
2. Eligibility Requirements
3. Reporting Requirements
4. Administrative/Operational Requirements
5. 911 System Plan
6. PSAP Audits



A summary of **911 Program Reporting Requirements** and associated due dates for calendar years 2025-2026 is provided in [Appendix D](#).

### 1. Payment Requirements



<b>1. Deposit Requirement for 911 Funds:</b> 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.

<b>2. Requirement for Where Formula-Based Payments are Made:</b> 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 of a county having 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).

<b>3. 15% Payment Requirements – Advances and Reimbursements:</b> PEMA may advance 15% funds per project milestone outlined in the approved grant application except for the last project milestone, which will usually 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, quarterly progress reports, 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 Questions:**

- **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 2025 are reported on the 2025 Quarterly Reports and Annual Report. This includes costs incurred in 2025 but not paid until 2026.



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 will 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 2025 Annual Report. The balances will automatically be moved to the 2026 Quarter 1 Report.

- **What happens if funds remain on the grant award once a project is completed?**

Any excess grant funds the county was paid for the project must be returned to PEMA using the methods and procedures prescribed by PEMA. The remaining balance of the grant award will be returned to the state fund balance and used for other statewide interconnectivity purposes.

**2. Eligibility Requirements**



<b>1. Eligible Use of 911 Funds:</b> 911 Funds (83 & 15%) shall only be used for eligible costs provided on the 2025 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 triennial audits that are currently conducted by Maher Duessel when the County’s 911 Fund is compared to the PSAP Portal Annual Report.

2. <b>Eligible Use of 15% Funds:</b> 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.**
  - *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. <b>Grant Period of Performance Requirement:</b> 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. No extension may result in a term or period of performance that exceeds five (5) years of the effective date of the grant agreement.



- **Why is it important to complete the project or request an 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

<b>1. Annual Report Requirement:</b> Each county must submit an Annual Report for calendar year 2024 by April 15, 2025 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>	<b>Requirement of</b>	
	<b>83% Fund</b>	<b>15% Fund</b>
		

#### 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. PEMA 911 Office staff members are also available to provide on-site or remote support to assist counties with meeting 911 Program requirements
- **Where do I submit our 2024 Annual Report?**  
The 2024 Annual Report (which covers January - December 2024) will be submitted in the PEMA 911 PSAP Portal. The due date for submission is April 15, 2025.

<b>2. 15% Funds – Quarterly Progress Report (QPR) Requirement:</b> 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: <ul style="list-style-type: none"> <li>– Reporting project progress</li> <li>– Requesting milestone payments</li> <li>– Reporting grant expenses</li> <li>– Closing out a project</li> </ul> <b>Note:</b> 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.	<b>Requirement of</b>	
	<b>83% Fund</b>	<b>15% Fund</b>
		

#### Common Questions:

- **Is every county required to file a QPR?**  
Only counties that have directly received a grant agreement from PEMA and have an open grant project are required to submit a QPR.
- **When is a QPR due?**  
QPRs are due 30 days from the end of each quarter. **All counties with grant awards must submit a report.** PEMA will send a courtesy reminder to counties that fail to submit their reports within two (2) working days.



Failure to submit Quarterly Reports can result in PEMA initiating the **Compliance with 911 Funding Requirements** process detailed earlier in this document. If there is no submission, PEMA will submit the report and note that the county did not comply with the submission requirement.



- **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 project will not appear on the subsequent QPR. Projects whose milestones are marked as “Completed” by the PSAP are confirmed and marked “Closed” by PEMA during the Quarterly Progress Review Process. Once the milestone is closed, it will no longer appear on subsequent QPRs. However, all historical activity will appear in the Grant Applications and Project Activity module. Once **all** milestones for a project are closed and all expenditures and/or funds are completed, the project will be considered closed. There is no additional paperwork required.

- **Is training provided for the Quarterly Progress Reporting process?**

PEMA will provide 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.

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

4. <b>Reporting Other PSAP Revenue and Expenditures:</b> Documenting the total cost of delivering 911 services in the Commonwealth is a goal of the 911 Program. PSAPs are encouraged to report additional revenue and expenditures that are not covered by the 911 surcharge. This information will permit better forecasting of 911 program costs for future years and assist with determining funding priorities.	<b>Requirement of</b>	
	<b>83% Fund</b>	<b>15% Fund</b>
		

**Common Questions:**



- **What is considered Other Activity – Revenue?**

Revenues reported within the Other Activity section should only be those revenues derived from 911 related activities. Examples: Dispatching revenue, tower leasing, or if another type of state or federal grant was received within the 911 Program. **Contributions from the General Fund or other funds of the PSAP** (either through a direct transfer of cash to the 911 Program, or through the other fund directly paying for excess costs of the 911 Program) **should NOT be reported as Other Activity Revenue.**

- **What is considered Other Activity – Expenditures?**

The “Other Activity Expenditures” section should be used to report expenditures of the 911 Program that are not charged to the Act 12 funding – either by choice, lack of funding, or because they are ineligible costs. The PSAP should report these costs to represent the **full costs** of the 911 Program between Schedules A and B and the Other Activity section of the PSAP Portal.

**These Other Activity Expenditures should include all reasonable costs of the 911 Program that are not funded by Act 12.** This includes expenditures that are paid for by other funds or programs of the PSAP as well as ineligible expenses.

<b>4. Requirement to Report Call Volume:</b> Counties are required to include statistics in their Annual Report in the following fields: wireline, wireless, VoIP, text, inbound administrative, and CAD call volume.	<b>Requirement of</b>	
	<b>83% Fund</b>	<b>15% Fund</b>
		

For PSAPs that migrated to the NG911 system on or before January 1, 2024, PEMA will use the 911 Logix Dashboard to prepopulate 911 call volume data in the following fields of your 2024 Annual Report: wireline, wireless, VoIP, and text. PSAPs are still responsible for manually entering inbound administrative call volume totals and CAD call volume data.

PSAPs that migrated to the NG911 system after January 1, 2024 are responsible for manually entering call data in all fields.

All PSAPs are reminded to upload any necessary supporting documentation.

#### 4. Administrative/Operational Requirements

Per Title 35 Pa. C.S. § 5304(a) (6), each county shall designate a 911 coordinator. Counties should contact the PEMA 911 Office as soon as possible whenever there is change in any of the following positions:

- 911 Coordinator
- Training and/or Quality Assurance Staff
- GIS Steward

Timely notification of these personnel changes ensures that PEMA has the most-current points of contact at PSAPs and helps with maintenance of user privileges in the PSAP Portal.

Staff from the PEMA 911 Office offers orientation to new 911 Coordinators to review 911 Program Guidance, financial reporting requirements, and an introduction to the PSAP Portal. Orientation is also available for newly hired GIS, training, and quality assurance personnel.

A listing of county 911 coordinators is available on the PEMA website for public use. Counties are encouraged to review the contact information on the website for accuracy. [Contact](#) the PEMA 911 Office with any necessary revisions or personnel changes to this coordinator list.

#### 5. 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 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
- Submit a financial plan by Cost Type for the next two (2) years
- Identify anticipated, significant funding impacts (i.e., system replacement) by Cost Type through the next five (5) years

PEMA intends to use 911 Plan information for activities such as:

- Planning, budgeting, allocating, and forecasting statewide interconnectivity funds costs for multiple years
- Maintaining the State 911 Plan and 911 system priorities
- Maintaining the framework of state minimum requirements
- Identify potential NG911 service enhancements
- 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. **The 911 System Plan submission is due September 30, 2025.** PEMA looks forward to incorporating feedback received from the counties to enhance the planning process. Enhancements to the Planning Module in the PSAP Portal will continue into early 2025. We will re-open the Planning Module in a phased approach as soon as possible so counties can begin working on their next 911 System Plan.

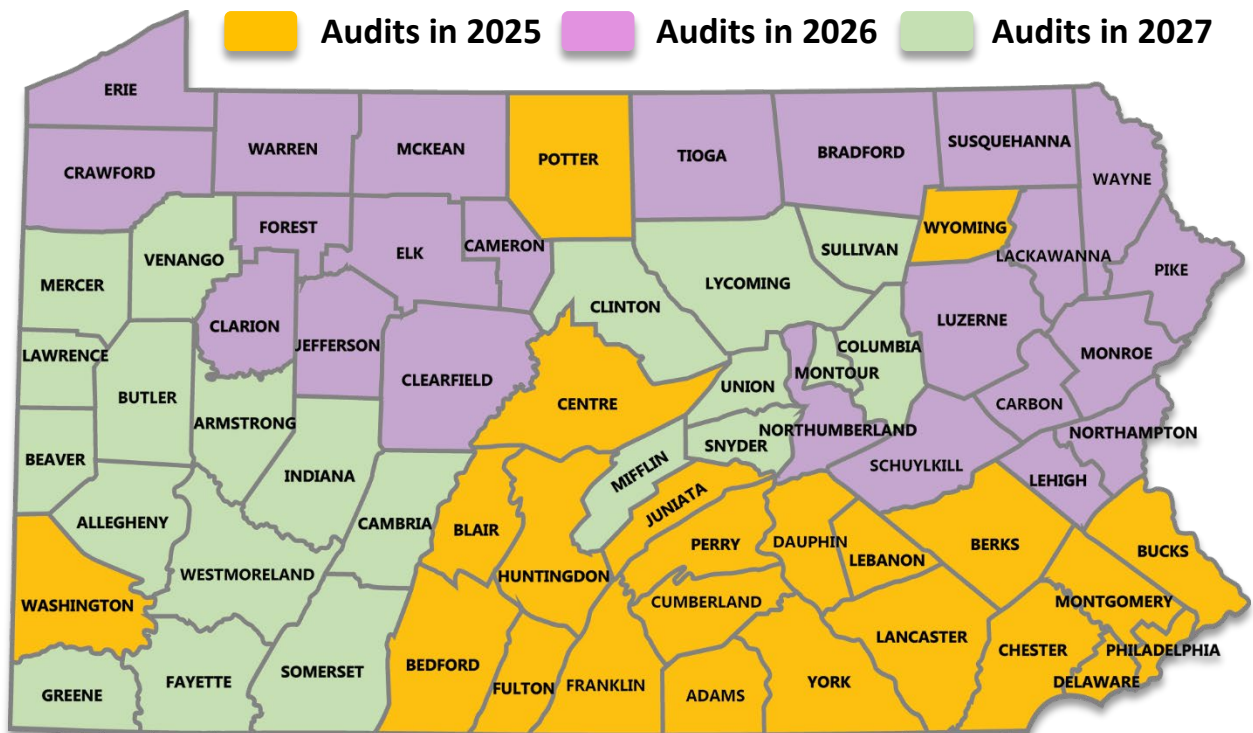
## 6. PSAP Audits

Act 147 of 2024 revised Title 35 Pa. C.S. § 5303(a) (12), from a biennial to a triennial performance audit of each 911 system's use of money from the fund, including allocations to capital or operating reserves. In 2025 and subsequent years, audits will be conducted on one-third of the Commonwealth's sixty-seven (67) recipients of 911 funding covering the previous three (3) calendar years. Records related to the financial and programmatic aspects of 911 operations should be readily accessible for audit.

To comply with the updated Act, PEMA will stagger the implementation to the triennial cycle beginning in 2025. Some of the counties scheduled to be audited in 2025 will move to 2026, while the remainder will have their audit completed in 2025. Some counties audited in 2024 will be audited in 2026, as scheduled, while the remainder will have their audit completed in 2027. This will then transition all counties to a triennial audit cycle. A timeline for each county's audit is detailed on the next page.

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

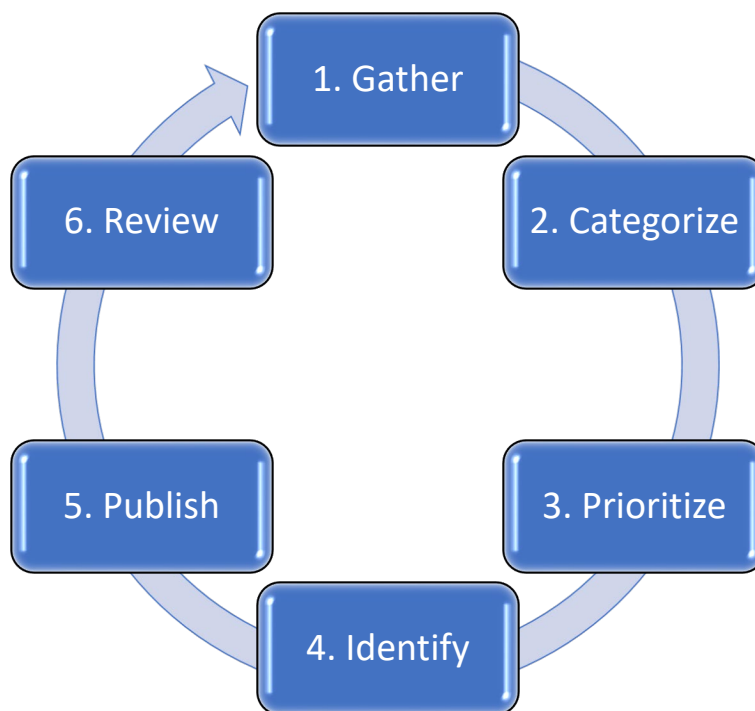


Counties to be Audited in 2025
Adams
Bedford
Berks
Blair
Bucks
Centre
Chester
Cumberland
Dauphin
Delaware
Franklin
Fulton
Huntingdon
Juniata
Lancaster
Lebanon
Montgomery
Perry
Philadelphia
Potter
Washington
Wyoming
York

Counties to be Audited in 2026
Bradford
Cameron
Carbon
Clarion
Clearfield
Crawford
Elk
Erie
Forest
Jefferson
Lackawanna
Lehigh
Luzerne
McKean
Monroe
Northampton
Northumberland
Pike
Schuylkill
Susquehanna
Tioga
Warren
Wayne

Counties to be Audited in 2027
Clinton
Columbia
Lycoming
Mifflin
Montour
Snyder
Sullivan
Union
Allegheny
Armstrong
Beaver
Butler
Cambria
Fayette
Greene
Indiana
Lawrence
Mercer
Somerset
Venango
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
- All new shared technology projects
- **New features** being incorporated into an existing shared technology project
- 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

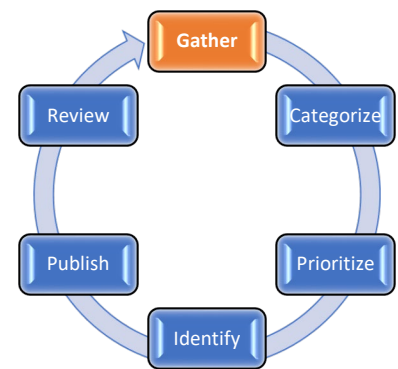


County partners interested in submitting a SERF are **expected to discuss the enhancement request with the PEMA 911 Office** prior to submitting the form for review.

## NG911 SERVICE ENHANCEMENT ROADMAP DEVELOPMENT PROCESS:

### 1. GATHER INPUTS

A SERF must be submitted by **April 15, 2025** for a Service Enhancement change to be considered for 15% funding in 2025. 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:

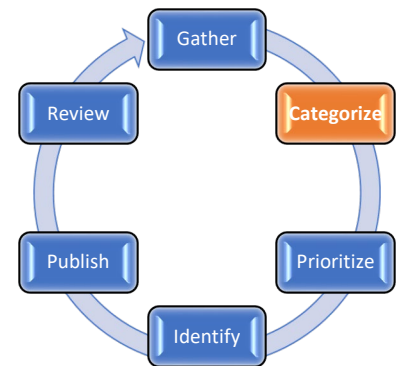
- **April 15 is the submission deadline for Service Enhancement change requests to receive any potential 15% funding consideration in the current year funding cycle.** For example: Service Enhancement change requests must be submitted by April 15, 2025 to receive consideration in the 2025 15% funding 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, 2025 and September 1, 2025.** 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. SERFs submitted after April 15 will be considered in the next 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, 2025 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

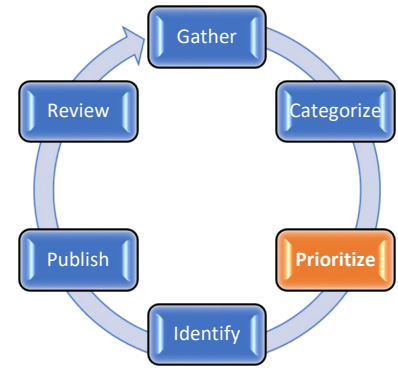


### IMPORTANT ITEMS TO UNDERSTAND IN THIS STEP:

- **SERFs will be evaluated at scheduled intervals between January 1 - April 15, 2025.**
- The identification of improvements will be completed by PEMA working with the 911 Advisory Board Funding Subcommittee, Technical Subcommittee, 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 and 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.

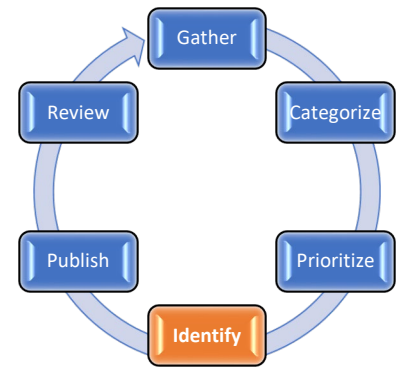


#### IMPORTANT ITEM TO UNDERSTAND IN THIS STEP:

- 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

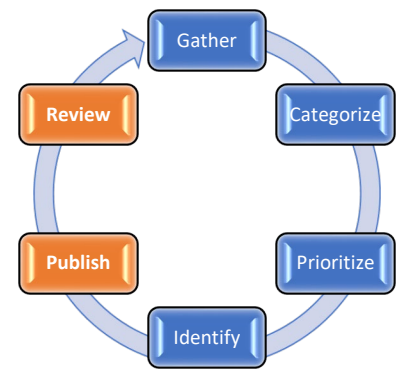
## 5. PUBLISH ROADMAP

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, 2025** 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 costs 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: 2025 Eligibility Factors List

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2025:
<b>CALL HANDLING EQUIPMENT (CHE)</b>	CHE Hardware/Software/Workstations	CHE costs to support 911 call processing: <ul style="list-style-type: none"> <li>• Server hardware</li> <li>• Software</li> <li>• Peripherals (including printers, monitors, keyboards, and mouse)</li> <li>• Workstations</li> <li>• Master clock/time sync equipment</li> <li>• ANI/ALI controllers</li> <li>• Automatic call distribution (ACD)</li> </ul> Eligible costs are limited to the primary PSAP and primary back-up PSAP.	<b>None</b>
	CHE Maintenance	<ul style="list-style-type: none"> <li>• Service contracts for CHE hardware/software maintenance</li> <li>• Licensing fees</li> </ul>	<b>None</b>
	Headsets	<ul style="list-style-type: none"> <li>• Operator headsets</li> <li>• Related equipment used to connect the headset for processing and dispatching a 911 call</li> <li>• Maintenance/repairs</li> </ul>	<b>None</b>
	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"> <li>• MIS server hardware</li> <li>• Software</li> <li>• Peripherals (including printer, monitor, keyboard, and mouse)</li> <li>• Annual subscription costs for a third-party hosted solution</li> </ul>	<b>None</b>
	Interpretation Service	<ul style="list-style-type: none"> <li>• Services procured from a vendor to provide on-demand language interpretation</li> </ul>	<b>None</b>

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

		<ul style="list-style-type: none"> <li>• Security appliances/software</li> <li>• Third-party services for hosted solutions</li> </ul>	
	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"> <li>• Wireline trunks/lines</li> <li>• Wireless trunks</li> <li>• Fiber optic circuits</li> <li>• Microwave links</li> <li>• Administrative lines</li> <li>• Ring-down circuits</li> <li>• Tandem trunks</li> </ul>	<b>None</b>
	Maintenance	<ul style="list-style-type: none"> <li>• Service contracts for connectivity hardware/software maintenance</li> </ul>	<b>None</b>
<b>CONTRACTED SERVICES</b>	Call Taking and Dispatch Fees	<ul style="list-style-type: none"> <li>• Fees paid to another PSAP for handling of 911 calls</li> </ul>	<b>None</b>
	Professional Services	<p>Professional services procured from contractors or consultants for:</p> <ul style="list-style-type: none"> <li>• Procurement assistance (including legal fees)</li> <li>• System integration/implementation support</li> <li>• System design and planning</li> <li>• PSAP operational policy development</li> <li>• Engineering</li> <li>• Administrative assistance</li> </ul>	<b>None</b>

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

	Relocation Expenses	<p>Costs for moving 911 equipment or operations to during a planned transition or emergency:</p> <ul style="list-style-type: none"> <li>• Transportation</li> <li>• Professional services</li> </ul>	None
	Rent	<p>Payments made for use of a facility in support of 911 service delivery:</p> <ul style="list-style-type: none"> <li>• Rent for PSAP facilities</li> <li>• Rent for remote radio sites</li> </ul>	None
	Repairs	<p>Non-cosmetic facility repairs at the primary PSAP necessary for 911 operations. <b>Non-cosmetic repairs</b> 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"> <li>• Repainting a room directly related to 911 operations</li> <li>• Repairing a leaking roof</li> <li>• Replacing a broken window</li> <li>• Repairing existing plumbing</li> <li>• Repairing existing appliances</li> </ul> <p><b>Renovations</b> 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"> <li>• Regrading lots/parking lots</li> <li>• Adding an addition or remodeling an existing facility</li> <li>• Replacing an entire roof</li> <li>• Replacing all windows</li> <li>• Replacing existing plumbing</li> </ul> <p><i>Note:</i> Renovations would be considered on a case-by-case basis only for involuntary PSAP physical consolidation projects. PEMA</p>	None

		recognizes that 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.	
	Services Contracts/Maintenance - PSAP	<p>Service and maintenance costs at the PSAP. Costs include:</p> <ul style="list-style-type: none"> <li>• Fire suppression</li> <li>• Pest control</li> <li>• Cleaning services</li> <li>• Mat rental</li> <li>• Annual service contracts for UPS, generator, or HVAC maintenance</li> <li>• Insurance costs for PSAP facilities and equipment</li> </ul> <p><b>Important Eligibility Criteria Notes:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>	<b>None</b>
	Facility Supplies	<p>Costs for supplies needed to support PSAP operations. Costs are strictly limited to:</p> <ul style="list-style-type: none"> <li>• Cleaning supplies</li> <li>• Restroom supplies</li> <li>• Sanitary supplies</li> </ul> <p>Some examples to demonstrate eligible costs include paper towels, hand soap/sanitizer, trash can liners, disinfectant wipes, first aid, mops/brooms, etc.</p>	<b>None</b>
	Uninterruptable Power Supply (UPS)	<p>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.</p>	<b>None</b>

	Utilities	Public utility costs for the PSAP and radio tower sites: <ul style="list-style-type: none"> <li>• Power</li> <li>• Water</li> <li>• Sewage/septic services/storm water</li> <li>• Internet access</li> <li>• Cable television</li> </ul>	None
<b>GEOGRAPHIC INFORMATION SYSTEM (GIS) MAPPING</b>	GIS Hardware/Software/Workstations	Costs to support GIS data creation/maintenance: <ul style="list-style-type: none"> <li>• GIS server hardware</li> <li>• Software</li> <li>• Peripherals (including printers/plotters, monitors, keyboards, and mouse)</li> <li>• Workstations to support GIS data creation/ maintenance</li> </ul> <p><b>Important Eligibility Criteria Notes:</b></p> <ul style="list-style-type: none"> <li>• GIS personnel costs should be reported under Personnel</li> </ul>	None
	GIS Data Development, Assessment, Maintenance, and Professional Services	<ul style="list-style-type: none"> <li>• Services procured from a vendor to support the creation, assessment, improvement, and maintenance of 911- related GIS data and data layers.</li> </ul>	None
<b>MASS NOTIFICATION SYSTEM</b>	Public Alerting/Warning System	Costs to support a mass notification, public alerting/warning system: <ul style="list-style-type: none"> <li>• Hardware</li> <li>• Software</li> <li>• Peripherals (including monitor, keyboard, and mouse)</li> <li>• Workstation(s)</li> <li>• Annual subscription costs for a third-party hosted solution</li> </ul>	None
<b>MENTAL HEALTH WELLNESS</b>	Mental Health	Costs to support Mental Health Wellness awareness, training, education prevention and intervention: <ul style="list-style-type: none"> <li>• Program development</li> <li>• Training and education</li> <li>• Intervention with trained clinicians or peer support groups</li> </ul>	None

<b>OFFICE OPERATIONS</b>	Communications	<p>Communications costs for PSAP administrative staff:</p> <ul style="list-style-type: none"> <li>• Cellular service/equipment</li> <li>• Air cards</li> <li>• Pager service/equipment</li> </ul>	<b>None</b>
	Meals for extended/emergency events	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<b>None</b>
	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"> <li>• Copiers, fax machines, paper shredders, printers, laminators</li> <li>• Laptops, computers, and monitors</li> <li>• Software used for PSAP administration (i.e., scheduling)</li> <li>• Furniture for administrative staff dedicated to 911</li> </ul>	<b>None</b>
	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"> <li>• Paper, pens, pencils, ink, postage, staples, etc.</li> </ul> <p>The list is not inclusive but eligible costs are strictly limited to office supplies.</p> <p>Some examples to demonstrate ineligible costs include:</p> <ul style="list-style-type: none"> <li>• Small appliances</li> <li>• Holiday decorations/supplies</li> <li>• Greeting cards/picture frames</li> <li>• Smoking urns</li> <li>• Landscaping supplies</li> <li>• Club store memberships</li> </ul>	<b>None</b>

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

	911 Professional Associations	<ul style="list-style-type: none"> <li>• Costs for 911 personnel to join or maintain membership in a 911 professional association</li> <li>• Subscription fees for 911-related publications</li> <li>• Costs for 911 related certifications such as ENP, RPL, etc.</li> </ul>	None
<b>PUBLIC EDUCATION</b>	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"> <li>• Education and outreach material development (pamphlets, videos, posters, newsletters, and other resource materials)</li> <li>• Public service announcements</li> <li>• Website development as it pertains to 911</li> </ul>	None
<b>RADIO SYSTEMS</b>	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"> <li>• Radio consoles</li> <li>• Transceivers</li> <li>• Receivers</li> <li>• Servers</li> <li>• Modems</li> <li>• Towers/shelters/tower sites</li> <li>• Broadband infrastructure</li> <li>• Headsets</li> </ul> <p><b>Important Eligibility Criteria Notes:</b></p> <ul style="list-style-type: none"> <li>• Eligible costs are limited to the primary PSAP and primary back-up PSAP</li> <li>• Purchase of land/real estate and related taxes are not an eligible cost</li> </ul>	None
	Radio System Maintenance - PSAP	<ul style="list-style-type: none"> <li>• Costs for core radio system maintenance from the dispatch positions to the antenna</li> </ul>	None
	Radio Tower Sites Maintenance	<p>Costs to maintain radio tower sites and equipment. Examples of eligible costs include:</p> <ul style="list-style-type: none"> <li>• FCC license and frequency fees</li> <li>• Emergency repairs</li> <li>• Fire suppression</li> <li>• Pest control</li> <li>• Road and vegetation maintenance</li> </ul>	None

		<ul style="list-style-type: none"> <li>• Snow removal</li> </ul>	
<b>VOICE/DATA RECORDER</b>	Digital Voice/Data Recorder	Costs to support a voice/data (logging) recorder system: <ul style="list-style-type: none"> <li>• Server hardware</li> <li>• Software</li> <li>• Peripherals (including monitor, keyboard, and mouse)</li> <li>• Workstation(s)</li> <li>• Annual subscription costs for a third-party hosted solution</li> </ul>	<b>None</b>
	Maintenance	<ul style="list-style-type: none"> <li>• Service contracts for voice/data (logging) recorder system maintenance</li> </ul>	<b>None</b>

**Using the 2025 Eligibility Factors List:**

The 2025 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 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:

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

## Appendix D: 911 Program Reporting Requirements - Calendar Years 2025-2026

CALENDAR YEAR 2025			
ITEM	DUE DATE	APPLICATION	NOTES
2024 Grant Quarterly Progress Report (Q4)	January 31, 2025	PSAP Portal Finance Module	<ul style="list-style-type: none"> <li>• <b>Requirement only applies to counties that have an open 15% grant project(s)</b></li> <li>• The Q4 report covers grant activity for Oct – Dec 2024</li> </ul>
2024 Annual Report	April 15, 2025	PSAP Portal Finance Module	<ul style="list-style-type: none"> <li>• For PSAPs audited in 2025, the audit team will contact the PSAP to begin the audit after PEMA’s review of the 2024 Annual Report is complete. A PSAP will receive an audit engagement letter before PEMA’s review is complete.</li> <li>• The 2024 Audit will use 2023 and 2024 financial data obtained from the PSAP Portal.</li> </ul>
NG911 Service Enhancement Request Form	April 15, 2025	Comtech Insights Portal or Email: <a href="#">PEMA 911 Office</a>	<ul style="list-style-type: none"> <li>• Deadline to submit a SERF to have a NG911 service enhancement considered for the 2025 15% funding cycle</li> </ul>
911 System Plan	September 30, 2025	PSAP Portal Planning Module	<ul style="list-style-type: none"> <li>• The second 911 System Plan is due September 30, 2025</li> <li>• This will allow 2025 data (to date) to be included in your Plan</li> </ul>
2025 Grant Quarterly Progress Reports	Q1: Apr 30, 2025 Q2: July 31, 2025 Q3: Oct 31, 2025	PSAP Portal Finance Module	<ul style="list-style-type: none"> <li>• <b>Requirement only applies to counties that have an open 15% grant project(s)</b></li> <li>• Progress Reports are due 30 days after a calendar quarter ends</li> <li>• Expenditures and payment requests will be part of the quarterly reporting process</li> </ul>
CALENDAR YEAR 2026			
2025 Grant Quarterly Progress Report (Q4)	January 31, 2026	PSAP Portal Finance Module	<ul style="list-style-type: none"> <li>• <b>Requirement only applies to counties that have an open 15% grant project(s)</b></li> <li>• The Q4 report covers grant activity for Oct – Dec 2025</li> </ul>
2025 Annual Report	April 15, 2026	PSAP Portal Finance Module	<ul style="list-style-type: none"> <li>• The 2025 Audit will use 2024 and 2025 financial data obtained from the PSAP Portal</li> </ul>
NG911 Service Enhancement Request Form	April 15, 2026	Comtech Insights Portal or Email: <a href="#">PEMA 911 Office</a>	<ul style="list-style-type: none"> <li>• Deadline to submit a SERF to have a NG911 service enhancement considered for the 2025 15% funding cycle</li> </ul>
2026 Grant Quarterly Progress Reports	Q1: Apr 30, 2026 Q2: July 31, 2026 Q3: Oct 31, 2026	PSAP Portal Finance Module	<ul style="list-style-type: none"> <li>• <b>Requirement only applies to counties that have an open 15% grant agreement with PEMA</b></li> <li>• Progress Reports are due 30 days after a calendar quarter ends</li> <li>• Expenditures and payment requests will be part of the quarterly reporting process</li> </ul>