

2026

Pennsylvania 911 Program Guidance



Pennsylvania
Emergency Management Agency

Contents

PART I: 2026 911 Program Overview	3
Introduction.....	3
Compliance with 911 Funding Requirements	3
911 Funding Distribution.....	4
Notable Changes for 2026.....	4
PART II: Formula-Based Funding (83%) - 2026 Overview	5
2026 Formula-Based Payment Calendar	5
2026 Funding Formula.....	5
PART III: Statewide Interconnectivity Funding (15%) - 2026 Overview	7
2026 Statewide Interconnectivity Funding Allocations and Priorities	7
2026 Statewide Interconnectivity Funding Timeline	12
PART IV: 2026 911 Program Requirements	13
1. Payment Requirements	13
2. Eligibility Requirements.....	14
3. Reporting Requirements	16
4. Administrative/Operational Requirements.....	18
5. 911 System Plan & Inventory	19
6. PSAP Audits	19
Appendix A: NG911 Service Enhancement Roadmap Development Process	22
Appendix B: Additional Resources – Consolidation Funding Guidelines	27
Appendix C: 2026 Eligibility Factors List	28
Appendix D: 911 Program Reporting Requirements - Calendar Years 2026-2027	40

PART I: 2026 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 2026. 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 (including the biennial plans and inventory) are time-sensitive, and timely compliance is necessary to support financial planning and budgeting efforts as well as 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 these legislative requirements, PEMA may utilize the following process to compel a PSAP to establish compliance with payment, eligibility, GIS post-migration grant upload requirements, or 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 45 of 2025 in November 2025 to extend the uniform 911 surcharge rate of \$1.95 through January 31, 2029. 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 2026

Legislation: Act 45 of 2025 extended the uniform 911 surcharge rate of \$1.95 through January 31, 2029.

Service Enhancement Requests: The Service Enhancement Roadmap Development Form has been incorporated into PSAP Portal. PSAPs will continue to use the Allerium (Comtech) Insights Portal for standard requests to change PSAP Account Access, or update Policy Routing Rules and Time of Day Policy Routing Roles.

PSAP Annual Report: Users will notice some changes when completing Annual Reports in PSAP Portal:

- **New Formula Payment reporting** was added to the Uniform 9-1-1 Funding Activity to record payments in addition to the Quarterly Formula Funding payments.
- The **Call Volume** section has been redesigned and **renamed PSAP Metrics** to better reflect the intent of the section.
- A **Personnel Data** section has been added to the PSAP Metrics section to capture information on a PSAP’s current staffing situation. 911 Office Staff will pre-populate relevant data from the PSAP’s 2025 911 Plan.
- **Static Service/Functions** have been added to the PSAP Metrics page so PSAPs can record the use of Emerging Technologies.
- A **new Call Volume metric** was added for PSAPs to report their outgoing 10-digit call count.
- Addition of the **Cybersecurity Cost Type** to the 2026 Annual Report.

These enhancements were made based on recommendations from PSAPs, the 911 Advisory Board, and legislative requirements.

GIS Data Uploads: The noncompliance framework established for funding requirements (see Page 3) will be used when PSAPs do not successfully upload GIS data to the Next Generation 911 System at least once monthly.

PART II: Formula-Based Funding (83%) - 2026 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. At least 83% of the revenue collected is dispersed 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 2026 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.

2026 Formula-Based Payment Calendar

CALENDAR QUARTER		DUE DATE FOR PROVIDERS TO REMIT SURCHARGE REVENUE	ESTIMATED DATE COUNTY RECEIVES PAYMENT
1 st	January – March	April 15, 2026	May 7, 2026
2 nd	April – June	July 15, 2026	August 6, 2026
3 rd	July – September	October 15, 2026	November 6, 2026
4 th	October -December	January 15, 2027	February 8, 2027

The payment amounts received for these four quarters will be prepopulated on your county’s 2026 Annual Report as the formula revenue you received for calendar year 2026.

2026 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:
 - a. Sixty-five percent (65%) of average quarterly formula payments from 2021 and 2022
 - b. Thirty percent (30%) population*
 - c. Two and one-half percent (2.5%) population density*
 - d. Two and one-half percent (2.5%) square miles*
- *2020 U.S. Census data will be used to determine population, population density and square miles*

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.

Title 35 Chapter 53 § 5306.1.(e)(7) specifies the Funding Formula may be reviewed at the discretion of the 911 Advisory Board no more than once within a four-year period. The funding formula was implemented January 2024, and is not eligible for reevaluation until January 2028. To review the Funding Formula, the Board is required to establish goals and objectives and may recommend factors to consider during a formula review.

PART III: Statewide Interconnectivity Funding (15%) - 2026 Overview

Although the PSAP migration phase of the NG911 System project was completed in April 2025, more work is necessary to reach the NG911 i3 “End State” as defined by NENA¹. NG911 infrastructure improvements, state-to-state NG911 interoperability, continued implementation of the ESInet Ancillary Network, NG911 Phase II readiness, procuring statewide call-handling equipment (CHE) solutions, and assisting PSAPs with achieving minimum cybersecurity requirements are all items that will add significant costs to the 15% funding stream. Therefore, Statewide interconnectivity funding allocations will be identified, planned, and budgeted for based on requirements and guidance found in the statewide NG911 Service contract, NG911 Service Enhancement Request program, statewide CHE procurement option, and County 911 System Plans.

Through collaboration with the 911 Advisory Board and our county partners, PEMA is dedicated to planning, coordinating, and proactively budgeting 15% funds in ways that support Pennsylvania’s NG911 system, any regional/shared efforts, and investments in system improvements and future technologies.

2026 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 longer-term costs. The ability to project costs across several years will provide greater flexibility for funding allocations and priorities in future years.



IMPORTANT FOR 2026: Because the 911 surcharge fee is fixed through January 2029, PEMA’s focus in 2026 will prioritize funding maintenance costs that support the Statewide 911 Plan goal of achieving a shared workload. Counties and regions must consider and anticipate that ***statewide interconnectivity funds may not be available to cover*** all or a portion of ongoing maintenance costs for certain types of projects. To assist PEMA with forecasting interconnectivity funding allocations, counties and regions shall provide maintenance costs for existing shared systems through 2028.

Allocations of 15% funding for 2026 will be prioritized based on the following guidance:

Priority 1: Statewide NG911 Services Costs

Purpose: To cover costs associated with operating the statewide NG911 system. CY 2026 non-recurring and recurring costs for the State ESInet and NG911 service are defined in the NG911 Service Contract.

Eligible Costs:

- Recurring NG911 service costs
- Statewide ESInet ancillary network service costs and new builds
- State-to-state NG911 interoperability
- FCC NG911 Phase I & 2 readiness
- NG911 system enhancements

¹ [NENA-STA-010.3](#)

Important Note: Enhancements and changes to the NG911 Service shall follow the Service Enhancement Request Framework process.

Priority 2: Statewide Call-Handling Equipment procurement

Purpose: PEMA's coordination of a statewide procurement for CHE solutions aligns with action steps listed in the Statewide 911 Plan, and addresses feedback from the 911 Advisory Board and Subcommittees of finding effective ways to improve service, manage costs, and achieve consistent pricing across the Commonwealth.

Eligible Costs:

- Host infrastructure, position hardware and equipment, software, MIS, licensing, maintenance, and support costs for primary PSAP location

Non-Eligible Costs:

- Costs for backup centers, EOC, remote workstations, training equipment are not eligible for interconnectivity funding. However, *these costs may be supported by formula-based funds* if they meet the eligibility criteria provided on the [2026 Eligibility Factors](#) list.

Priority 3: NG911 GIS Maintenance Costs

Purpose: PEMA is focused on ensuring that GIS data is maintained in accordance with NG911 data standards to support geospatial call routing for NG911 services. Any funding awarded will be to: 1) help ensure GIS data is successfully uploaded monthly to the GIS Data Hub; 2) confirm that data is compiled as outlined in the PEMA NG911 GIS Data Model Standard and Best Practices guide, and 3) respond to MSAG change request and ALI discrepancy reports. Each county may be provided an award; award amounts will be based on class of county.

Eligible Costs:

- Support personnel, professional services, training, hardware, software, and licensing costs associated with maintaining and successfully uploading the required NG911 GIS data to the GeoComm GIS Data Hub.

Important Notes: Successful NG911 GIS data uploads (defined as being critical error free) should be **completed monthly** and contain all required NG911 GIS layers. **NG911 GIS data must meet the requirements** outlined in the [COMMONWEALTH OF PENNSYLVANIA NG911 GIS DATA MODEL AND BEST PRACTICES GUIDE Version 2](#) (or subsequent version) and remain capable of supporting accurate geospatial call routing, including interstate interoperability where applicable. It will also be used to enrich and improve the completeness of NG911 GIS layers in adherence to the standards.

Priority 4: PSAP Consolidation Study

Purpose: PSAPs considering physical consolidation must complete a feasibility study prior to being considered for 15% funding to support consolidation efforts. PSAP consolidation funding guidelines are provided in [Appendix B](#).

Eligible costs:

- Professional services to evaluate the physical consolidation of two or more PSAPs and provide a written report that includes the minimum requirements for the study as defined in Appendix B.

Important Notes: 15% funding for a feasibility study will be provided in two equal payment milestones of 50%. The initial payment milestone will occur when the grant agreement is executed by all required parties. The second payment milestone will not be released until PEMA reviews and confirms that the study includes all minimum required items. 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.

Priority 5: New Shared Projects

Purpose: Investments with statewide interconnectivity funds, outside of the NG911 system, will primarily focus on standardization and leveraging technology to share workloads among PSAPs. Regionalization efforts around call delivery and call processing functions are anticipated to expand to include computer-aided dispatch (CAD), radio, GIS, and other systems. This will increase system redundancy and resilience as roles and responsibilities can be shared between PSAPs.

Eligible Costs:

- Costs associated with new shared call-handling equipment, computer-aided dispatch, and radio technologies to implement a geo-diverse shared system including multiple PSAPs. May include equipment and services for hardware, software, and licensing fees for primary PSAPs only.
- Costs associated with professional services to develop governance and standardize workflows between PSAPs to share technology and workload.

Non-Eligible Costs:

- Costs for backup centers, EOC, remote workstations, training equipment, and software or hardware for first responder mobile data solutions are not eligible for interconnectivity funding. However, **these costs may be supported by formula-based funds** if they meet the eligibility criteria provided on the [2026 Eligibility Factors](#) list.

Important Notes: With numerous emerging applications and technologies entering the public safety environment, careful consideration must be made to determine the operational, technical, and financial implications (as well as compliance with national standards) prior to integrating these features into the 911 system. New project requests shall follow the Service Enhancement Request framework.

Priority 6: Maintenance for Existing Projects

Purpose: Maintenance costs for eligible regional ESInet, CHE, CAD, radio, cybersecurity, and recorder interconnectivity projects.

Eligible Costs:

- Renewal of annual maintenance services for implemented and in-production shared technology systems.

Non-Eligible Costs:

- Costs for backup centers, EOC, and training equipment are not eligible for interconnectivity funding. However, **these costs may be supported by formula-based funds** if they meet the eligibility criteria provided on the [2026 Eligibility Factors](#) list.

Prioritization Criteria:

If shared technology maintenance costs cannot be sustained by the 15% funding:

- Annual maintenance costs for shared systems that meet the Statewide 911 Plan goal of sharing workload will be **prioritized**.
- Maintenance grants will be funded based the following priority: connectivity for call delivery, CHE, CAD, cybersecurity, radio, recorder.
- Additionally, maintenance for shared technologies that do not achieve shared workload will receive a lower priority for funding and may require all or a portion of maintenance costs to be funded using other funding sources.

Important Notes: PEMA’s focus in 2026 is to work closely with the counties and confirm statewide interconnectivity costs. Costs associated with lifecycle replacement or new services such as software upgrades, hardware refreshes, or new maintenance services not previously funded by 15% funds shall follow the Service Enhancement Request framework.



To aid in planning and budgeting efforts for 15% funds, **counties and regions are encouraged to obtain quotes that identify maintenance costs for 2027 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 future funding allocations and priorities.



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.

Priority 7: ILEC Post-Migration Costs

Purpose: 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.

Eligible Costs:

- Incumbent Local Exchange Carrier legacy E911 networks and trunks
- Incumbent Local Exchange Carrier ALI database maintenance costs

Important Note: 15% funds will be allocated to counties to cover these costs where possible and appropriate.

Priority 8: Cybersecurity

Purpose: Fund requests for new cybersecurity projects that focus on ensuring PSAP compliance with updated minimum cybersecurity requirements. A statewide 911 Cybersecurity Gap Analysis begins in 2026.

Eligible Costs:

- Projects that help PSAPs meet updated minimum cybersecurity requirements
- Projects that assist PSAPs with resolving cybersecurity gaps identified through a gap analysis

Important Notes: The Statewide 911 Plan identifies cybersecurity as a priority area, as it is a critical component of ensuring the availability and reliability of 911. The Cybersecurity Gap Analysis and corresponding revision of the minimum cybersecurity requirements are expected to clarify the demark between 83% and 15% funding responsibilities. This analysis will update the minimum cybersecurity requirements and identify and prioritize resolution of cybersecurity gaps and vulnerabilities at both the PSAP and regional levels.

Priority 9: Other

Purpose: PEMA may identify other targeted initiatives during planning and budgeting efforts. For example, some details that need to be defined as Pennsylvania migrates to NG911 include: 1) what costs 15% funds may cover for statewide GIS imagery; 2) GIS data redaction and sharing, or GIS data development required to achieve updated NENA NG911 GIS requirements; 3) PSAP and Regional Cybersecurity Gap mitigation, and 4) connectivity outside of the state ESInet.

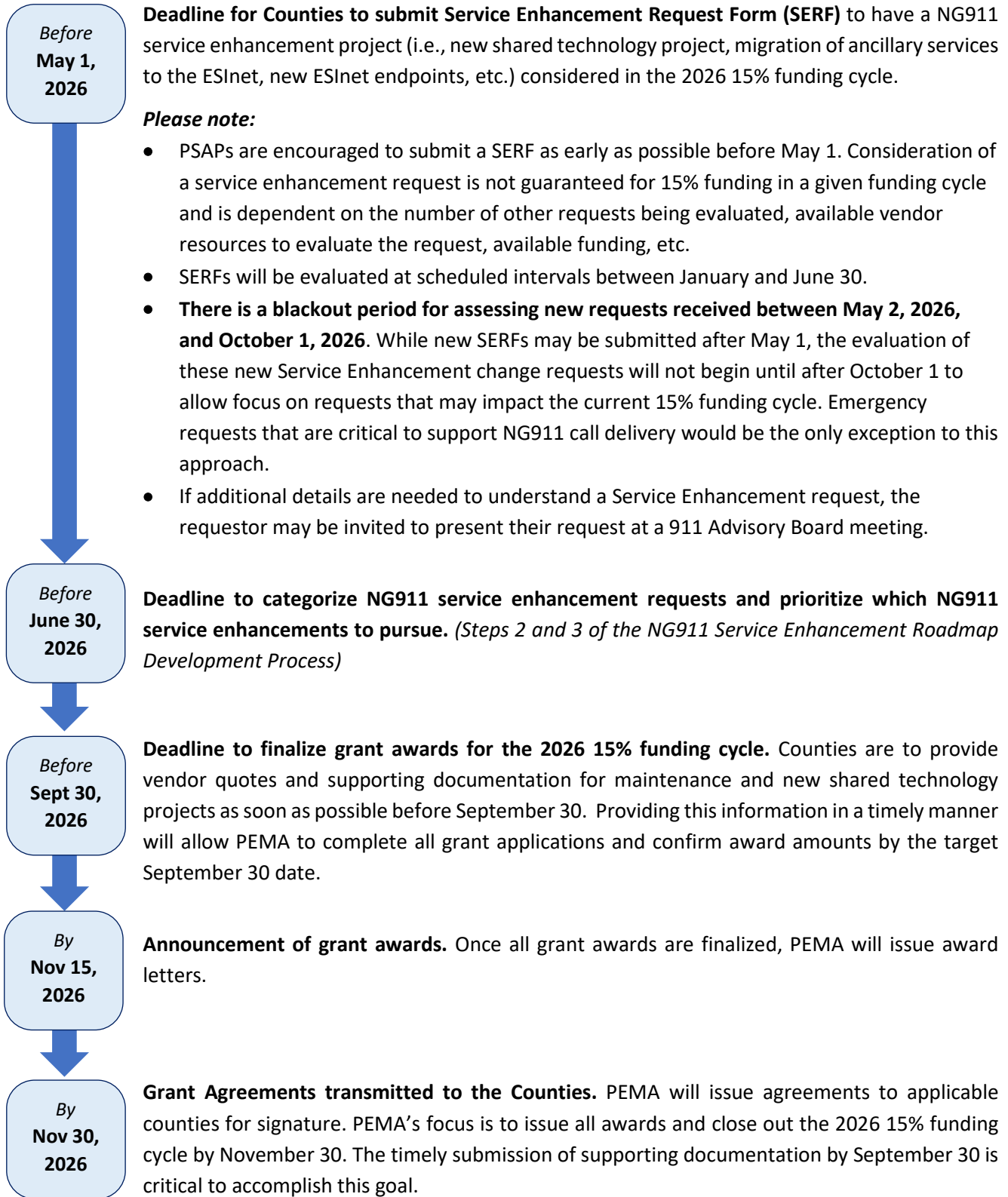
NG911 Service Enhancement Roadmap Development Process

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 May 1, 2026, for the enhancement or new project to be considered for 15% funding in 2026. County partners **must discuss any enhancement request with the PEMA 911 Office** prior to form being made available in the PSAP Portal. Please [email the PEMA 911 Office](#) to schedule the discussion.

2026 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: 2026 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 2026-2027 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. Interest must be reported on the PSAP’s Annual Report.
- **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 Sent: 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).

3. 15% Payment Requirements – Advances and Reimbursements: 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 2026 are reported on the 2026 Quarterly Reports and Annual Report. This includes costs incurred in 2026 but not paid until 2027.



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 review the expenditures and, if eligible, 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 2026 Annual Report. The balances will automatically be moved to the 2027 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



1. Eligible Use of 911 Funds: 911 Funds (83 & 15%) shall only be used for eligible costs provided on the 2026 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. 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.**

 - 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 including notations in the Quarterly Progress Reports. 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. 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

1. Annual Report Requirement: Each county must submit an Annual Report for Calendar Year 2025 by April 15, 2026, 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. 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 2025 Annual Report?***
 The 2025 Annual Report (which covers January - December 2025) will be submitted in the PEMA 911 PSAP Portal. The due date for submission is April 15, 2026.
- Why is Personnel data now being captured as part of the Annual Report?***
 The statewide 911 Plan includes an action step to implement methods to track staffing level data. The 2025 911 Plan submitted by PSAPs provided a baseline for staffing data. Including staffing data as part of the Annual Report will permit annual staffing trend analysis.

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: <ul style="list-style-type: none"> – Reporting project progress – Requesting milestone payments – Reporting grant expenses – Closing out a project 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.	Requirement of	
	83% Fund	15% Fund
		

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 balance on a grant project are required to submit a QPR each quarter. Counties that do not submit the required QPRs two quarters in a row are subject to the noncompliance process.

- **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. **NOTE: If a reviewed QPR is returned for updating, the county will have five (5) business days to complete the changes and re-submit.**



- **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. 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 for the Annual Report. At the discretion of PEMA, sample invoices and spreadsheets may be used to document recurring expenditures.	Requirement of	
	83% Fund	15% Fund
		

4. Reporting Other PSAP Revenue and Expenditures: 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.	Requirement of	
	83% Fund	15% Fund
		



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 in PSAP Portal to represent the **full costs** of the 911 Program. **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.

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

For PSAPs that migrated to the NG911 system on or before January 1, 2025, PEMA will use the 911 Logix Dashboard to prepopulate 911 call volume data in the following fields of your 2025 Annual Report: wireline, wireless, VoIP, and text.

PSAPs are still responsible for manually entering inbound and outbound 10-digit call volume totals and CAD call volume data.

Common Question:

- **Why are outbound 10-digit calls now required to be reported in the PSAP Metrics sections?**

PSAP call volume is one way to measure PSAP workload. PSAPs make outbound calls to coordinate responses, call back alarm companies, follow up on CLEAN / NCIC hits validations, and to make notifications in internal and external stakeholders. 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.

Counties are required to keep updated contact information on the internal-use-only *911 Coordinators List* in the PSAP Portal, and are also encouraged to routinely review their public-facing contact information displayed on the [PEMA website](#) for accuracy.

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.

5. 911 System Plan & Inventory

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.

PSAPs submitted their required 911 System Plans in 2022 and 2025. The next 911 System Plan submission is due September 30, 2027, and will continue on a biennial cycle.

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

PEMA looks forward to incorporating feedback from the counties regarding the planning process. Enhancements to the Planning Module in the PSAP Portal will continue into early 2027.

Inventory

§ 5314 of Title 35 Chapter 53 requires a biennial comprehensive inventory of each PSAP. As part of the 2025 911 Plan, PSAPs reviewed and updated their inventory in the PSAP Portal. Counties are encouraged to keep their inventory current and update inventory information as changes occur.

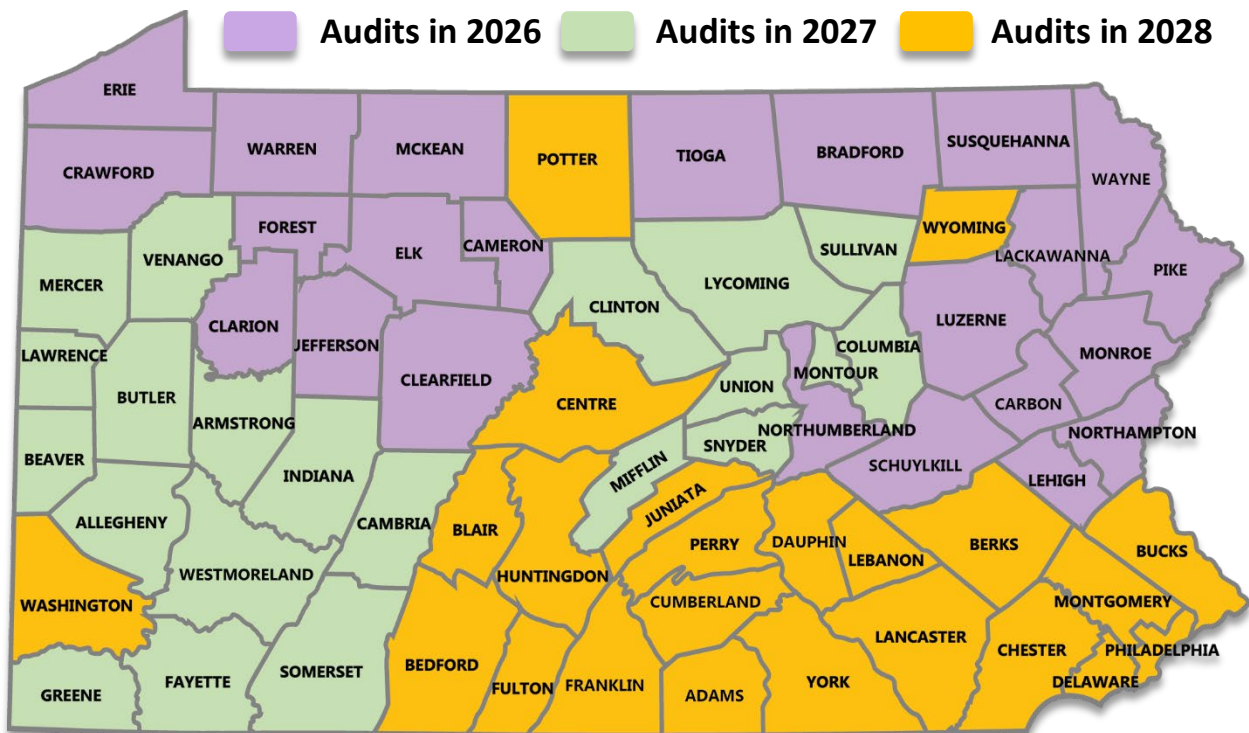
6. PSAP Audits

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 PEMA fund, including allocations to capital or operating reserves. 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. **A PSAP's financial representatives and administration must be familiar with the audit process and should read PEMA's Accounting and Finance Reporting Manual, published each year, which provides relevant updates and details about the process.**

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

To comply with the updated Act, PEMA staggered the implementation to the triennial cycle beginning in 2025. A timeline for each county's audit is detailed on the next page.



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

Counties to be Audited in 2028
Adams
Bedford
Berks
Blair
Bucks
Centre
Chester
Cumberland
Dauphin
Delaware
Franklin
Fulton
Huntingdon
Juniata
Lancaster
Lebanon
Montgomery
Perry
Philadelphia
Potter
Washington
Wyoming
York

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.

NEW AS OF 2026:

The Service Enhancement Request Framework has been incorporated into PSAP Portal

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.

A Standard Change may be sent to Allerium (Comtech) using the PEMA Change Management forms located on the Allerium (Comtech) Insights Portal and may be submitted at any time.

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
- A standalone CHE replacement or upgrade
- 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

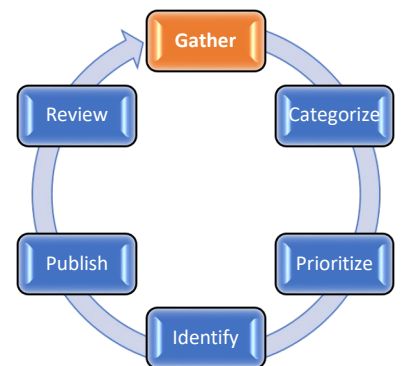


County partners interested in submitting a SERF are **required to discuss the enhancement request with the PEMA 911 Office**. The 911 Office will release the Gather Form to the originating PSAP for eligible requests following the call. After the call(s), PEMA will generate the SERF form, as needed. PSAPs involved in the SERF will receive an electronic message from the portal informing of the SERF creation.

NG911 SERVICE ENHANCEMENT ROADMAP DEVELOPMENT PROCESS:

1. GATHER INPUTS

A SERF must be submitted by **May 1, 2026**, for a Service Enhancement change to be considered for 15% funding in 2026. 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 is online and available to PSAPs via the PSAP Portal. 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 a service enhancement change. 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 is required before the form will be available in the PSAP Portal.

The 911 Office will complete the initial the data entry on Gather section of the form and the originating PSAPs will complete the data entry on the form to include fiduciary and technology contacts, submission of the network questionnaire, and cost estimate if known. Submission to PEMA via the PSAP Portal will trigger a notification to PEMA that the SERF has been submitted.

Service Enhancement requests initially identified via a 911 System Plan submission will receive a higher priority than those initially identified on a SERF.



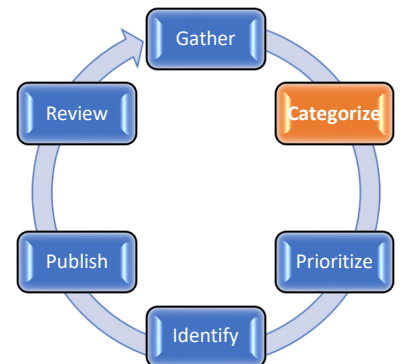
IMPORTANT ITEMS TO UNDERSTAND IN THIS STEP:

- **May 1 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 May 1, 2026, to receive consideration in the 2026 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 May 1, 2026, and September 30, 2026.** While new SERFs may be submitted after May 1, the evaluation of these new Service Enhancement change requests will not begin until after September 30 to allow focus on requests that may impact the current 15% funding cycle. SERFs submitted after May 1 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 May 1, 2026, due date.** Enhancement requests may require a lot of time and effort between PEMA, Allerium (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.

1. 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)
 - **Out of Scope:** Enhancements that are outside the scope of the NG911 project, not a priority at this time, or not considered for support from 15% funding. Counties may consider using 83% or other funds for these projects.





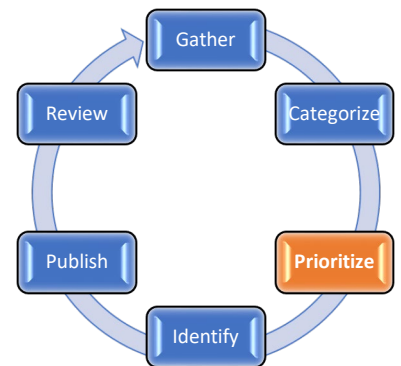
IMPORTANT ITEMS TO UNDERSTAND IN THIS STEP:

- **SERFs will be evaluated at scheduled intervals between January 1 – May 1, 2026.**
- 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.
- PSAPs will receive an email notification from the PSAP Portal when the categorization has been completed.

2. PRIORITIZE SERVICE ENHANCEMENTS TO PURSUE

In this step, PEMA will work with Allerium (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 Allerium (Comtech) to investigate the impact of the change request on the price, timetable, specifications, and other terms and conditions of the NG911 service contract.

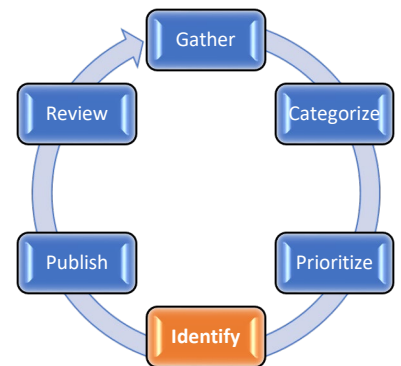


IMPORTANT ITEM TO UNDERSTAND IN THIS STEP:

- 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.

3. 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 Allerium (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:

- Allerium (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.

- The Allerium (Comtech) enhancement scope of work and pricing will be uploaded to the PSAP Portal so the originating PSAP may ensure the scope of work aligns with the intent of the SERF. PSAPs will receive an email notification from the PSAP Portal asking for a Scope of Work Review to be completed and submitted back 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).
- The originating PSAP will review the Prioritize and Identify documentation in the PSAP Portal and acknowledge the funding determinations and agree to proceed with implementing the service enhancement. Completion and submission of the scope of work will send a notification to PEMA, the Originating PSAP, and Participation PSAPS.
 - PEMA will execute a contract Change Order with Allerium (Comtech) once all Grant Awards are executed by the counties.
 - Allerium (Comtech) determines actions to implement change, drafts a project plan, and coordinates with all affected parties
 - PSAP will be provided updates throughout change cycle
 - Allerium (Comtech) works with PSAP to coordinate any testing
 - Allerium (Comtech) notifies PSAP change is complete

4. 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

5. 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) may **contact PEMA at any time** 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. 15% funding for a feasibility study will be provide in two equal payment milestones of 50%. The initial payment milestone will occur when the grant agreement is executed by all required parties. The second payment milestone will not be released until PEMA reviews and confirms the study included the minimum required items.
6. 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: 2026 Eligibility Factors List

Using the 2026 Eligibility Factors List:

The 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 and during a Triennial Audit. Costs charged to the 911 Program through a cost allocation plan, indirect cost plan, shared applications (such as mass notification) or some other method involving shared resources must be clearly supported, and allocations of costs charged must be directly related to the 911 Program. **Check with the PEMA 911 Office regarding eligibility for items do not appear on this list.**

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
CALL HANDLING EQUIPMENT (CHE)	CHE Hardware/Software/Workstations	<p>CHE costs to support 911 call processing:</p> <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) <p>Eligible costs are limited to the primary PSAP and primary back-up PSAP.</p>	None
CALL HANDLING EQUIPMENT (CHE)	CHE Maintenance	<ul style="list-style-type: none"> • Service contracts for CHE hardware/software maintenance • Licensing fees 	None
CALL HANDLING EQUIPMENT (CHE)	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

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
CALL HANDLING EQUIPMENT (CHE)	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
CALL HANDLING EQUIPMENT (CHE)	Interpretation Service	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 Eligible costs are limited to the primary PSAP and primary back-up PSAP.	None
COMPUTER AIDED DISPATCH (CAD)	CAD Maintenance	<ul style="list-style-type: none"> • Service contracts for CAD hardware/software maintenance • Licensing fees 	None
COMPUTER AIDED DISPATCH (CAD)	Call Taking Protocol/Quality Assurance	Emergency Medical/Fire/Police Dispatch (EMD/EFD/EPD) system costs: <ul style="list-style-type: none"> • Hardware • Software/licenses – includes quality assurance software • CAD system integration • Maintenance 	None

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
COMPUTER AIDED DISPATCH (CAD)	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
COMPUTER AIDED DISPATCH (CAD)	Records Management System (RMS) Interface	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 • Networking equipment • Security appliances/software • Third-party services for hosted solutions 	None
CONNECTIVITY/ INFRASTRUCTURE	Wired or Wireless Connectivity	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): <ul style="list-style-type: none"> • Wireline trunks/lines • Wireless trunks • Fiber optic circuits • Microwave links • Administrative lines • Ring-down circuits • Tandem trunks 	None
CONNECTIVITY/ INFRASTRUCTURE	Maintenance	Service contracts for connectivity hardware/software maintenance	None

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
CONTRACTED SERVICES	Call Taking and Dispatch Fees	Fees paid to another PSAP for handling of 911 calls	None
CONTRACTED SERVICES	Professional Services	Professional services procured from contractors or consultants for: <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
CYBERSECURITY	Call Handling Equipment (CHE)	Costs to maintain CHE minimum cybersecurity requirements, identify and prioritize resolution of cybersecurity gaps and vulnerabilities at both the PSAP and regional levels	** NEW **
CYBERSECURITY	Computer Aided Dispatch (CAD)	Costs to maintain CAD minimum cybersecurity requirements, identify and prioritize resolution of cybersecurity gaps and vulnerabilities at both the PSAP and regional levels	** NEW **
CYBERSECURITY	Connectivity/Infrastructure	Costs to maintain Connectivity and Infrastructure minimum cybersecurity requirements, identify and prioritize resolution of cybersecurity gaps and vulnerabilities at both the PSAP and regional levels	** NEW **
CYBERSECURITY	Radio Systems	Costs to maintain Radio System minimum cybersecurity requirements, identify and prioritize resolution of cybersecurity gaps and vulnerabilities at both the PSAP and regional levels.	** NEW **
CYBERSECURITY	Voice/Data Recorder	Costs to maintain Voice/Data Recorder minimum cybersecurity requirements, identify and prioritize resolution of cybersecurity gaps and vulnerabilities at both the PSAP and regional levels.	** NEW **

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
CYBERSECURITY	Enterprise	Costs to maintain two or more system (CAD, CHE, Radio, etc.) minimum cybersecurity requirements, identify and prioritize resolution of cybersecurity gaps and vulnerabilities at both the PSAP and regional levels. Total system monitoring is included.	** NEW **
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
FACILITIES	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
FACILITIES	Heating, Ventilation, and Cooling (HVAC)	Environmental control of temperature and humidity equipment within the PSAP, the PSAP equipment room and tower sites	None
FACILITIES	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 	None

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
		<ul style="list-style-type: none"> • 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 	
FACILITIES	Relocation Expenses	Costs for moving 911 equipment or operations to during a planned transition or emergency: <ul style="list-style-type: none"> • Transportation • Professional services 	None
FACILITIES	Rent	Payments made for use of a facility in support of 911 service delivery: <ul style="list-style-type: none"> • Rent for PSAP facilities • Rent for remote radio sites 	None
FACILITIES	Repairs	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>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 	None

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
		<ul style="list-style-type: none"> • Replacing all windows • Replacing existing plumbing <p><i>Note:</i> Renovations would be considered on a case-by-case basis only for involuntary PSAP physical consolidation projects. PEMA 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.</p>	
FACILITIES	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><i>Important Eligibility Criteria Notes:</i></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
FACILITIES	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

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
FACILITIES	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
FACILITIES	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 Note: GIS personnel costs should be reported under Personnel</p>	None
GEOGRAPHIC INFORMATION SYSTEM (GIS) MAPPING	GIS Data Development, Assessment, Maintenance, and Professional Services	Services procured from a vendor to support the creation, assessment, improvement, and maintenance of 911- related GIS data and data layers	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

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
MENTAL HEALTH WELLNESS	Mental Health	Costs to support Mental Health Wellness awareness, training, education prevention and intervention: <ul style="list-style-type: none"> • Program development • Training and education • Intervention with trained clinicians or peer support groups 	None
OFFICE OPERATIONS	Communications	Communications costs for PSAP administrative staff: <ul style="list-style-type: none"> • Cellular service/equipment • Air cards • Pager service/equipment 	None
OFFICE OPERATIONS	Meals for extended/emergency events	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 OPERATIONS	Office Equipment/Software	Costs for typical office equipment to perform the duties of a PSAP. Examples of eligible costs include: <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

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
OFFICE OPERATIONS	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. <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"> • Small appliances • Holiday decorations/supplies • Greeting cards/picture frames • Smoking urns • Landscaping supplies • Club store memberships 	None
OFFICE OPERATIONS	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: Items of monetary value, such as gift cards, are not eligible for 911 funding</p>	None
OFFICE OPERATIONS	Uniforms	Uniforms for telecommunicators while performing duties within the PSAP	None
OFFICE OPERATIONS	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

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
PERSONNEL	Salaries/Benefits	<p>Salary or benefit costs directly associated with personnel operating a 911 system.</p> <p>Important Eligibility Criteria Note: If personnel have duties outside of 911, only the percentage of time related to 911 duties is eligible for funding</p>	None
PERSONNEL	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
PERSONNEL	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 • Medical release/return to work physicals • Fitness for duty evaluations 	None
PERSONNEL	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 	None

COST TYPE:	COST CATEGORY:	ELIGIBLE USES:	CHANGES IN 2026:
		<ul style="list-style-type: none"> • 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 	
RADIO SYSTEMS	Radio System Maintenance - PSAP	Costs for core radio system maintenance from the dispatch positions to the antenna	None
RADIO SYSTEMS	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
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
VOICE/DATA RECORDER	Maintenance	Service contracts for voice/data (logging) recorder system maintenance	None

Appendix D: 911 Program Reporting Requirements - Calendar Years 2026-2027

CALENDAR YEAR 2026			
ITEM	DUE DATE	APPLICATION	NOTES
2025 Grant Quarterly Progress Report (Q4)	January 30, 2026	PSAP Portal Finance Module	<ul style="list-style-type: none"> • Requirement only applies to counties that have an open 15% grant project(s). • The Q4 report covers all previously unreported grant activity for Jan – Dec 2025.
2025 Annual Report	April 15, 2026	PSAP Portal Finance Module	<ul style="list-style-type: none"> • For PSAPs audited in 2026, the audit team will contact the PSAP to begin the audit after PEMA’s review of the 2025 Annual Report is complete. A PSAP will receive an audit engagement letter before PEMA’s review is complete. • The audit will use 2024-2025 financial data obtained from the PSAP Portal.
Service Enhancement Request Form	May 1, 2026	Call to PEMA; PSAP Portal SERF Module	<ul style="list-style-type: none"> • Application can now be found in PSAP Portal in the SERF Module. • Application will be released ONLY after a call with PEMA 911 Administration. This call should be completed well before the May 1 deadline. • Deadline to submit a SERF to have a NG911 service enhancement considered for the 2026 15% funding cycle.
2026 Grant Quarterly Progress Reports	Q1: Apr 30, 2026 Q2: July 31, 2026 Q3: Oct 30, 2026	PSAP 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. • Expenditures and payment requests will be part of the quarterly reporting process.
CALENDAR YEAR 2027			
ITEM	DUE DATE	APPLICATION	NOTES
2026 Grant Quarterly Progress Report (Q4)	January 29, 2027	PSAP Portal Finance Module	<ul style="list-style-type: none"> • Requirement only applies to counties that have an open 15% grant project(s). • The Q4 report covers all previously unreported grant activity for Jan – Dec 2026.
2026 Annual Report	April 15, 2027	PSAP Portal Finance Module	<ul style="list-style-type: none"> • The 2027 Audit will use 2024 -2026 financial data obtained from the PSAP Portal.
Service Enhancement Request Form	May 1, 2027	Call to PEMA; PSAP Portal SERF Module	<ul style="list-style-type: none"> • Application will be released ONLY after a call with PEMA 911 Administration. This call should be completed well before the May 1 deadline. • Deadline to submit a SERF to have a NG911 service enhancement considered for the 2027 15% funding cycle.
2027 Grant Quarterly Progress Reports	Q1: Apr 30, 2027 Q2: July 30, 2027 Q3: Oct 29, 2027	PSAP Portal Finance Module	<ul style="list-style-type: none"> • Requirement only applies to counties that have an open 15% grant agreement with PEMA. • Progress Reports are due 30 days after a calendar quarter ends. • Expenditures and payment requests will be part of the quarterly reporting process.