



911 Annual Report

Commonwealth of Pennsylvania

Calendar Year 2024

Revised January 2026



Pennsylvania

Emergency Management Agency

Table of Contents

EXECUTIVE SUMMARY	3
I. REVENUE COLLECTIONS	10
II. REVENUE DISTRIBUTION	14
III. EXPENDITURES.....	19
PSAP Reported Costs	20
Statewide Next Generation 911 Service	23
PEMA Administrative Costs	24
IV. PENNSYLVANIA 911 SYSTEM PRIORITIES.....	26
APPENDIX A – PSAP Expenditures by Cost Type	31
APPENDIX B – 2024 Revenue Allocation by PSAP.....	32
APPENDIX C – 2024 PSAP Revenue and Expenditures	34
APPENDIX D – 2024 Statewide Interconnectivity Awards	51
APPENDIX E – 2024 Call Volume	63

The mission of the 911 Office at the Pennsylvania Emergency Management Agency (PEMA) is to help our county partners sustain their public safety operations through a collaborative approach of financial management, operational guidance, and strategic planning. PEMA is required to report to the General Assembly annually on the revenue and distributions from the 911 Fund for the previous year and compliance with Pennsylvania 911 System priorities¹.

PEMA is pleased to present this report and enclosed exhibits that provide the required information and outline the several ways we achieved our mission for Calendar Year 2024.

REVISED January 2026 to correct allocated percentages of Interconnectivity Grant awards, GIS cost trends, annual call volume, and year-to-year program cost differences.

¹ 35 Pa C.S. § 5303

EXECUTIVE SUMMARY

Emergency communications in Pennsylvania entered its digital era on April 10, 2025, when the final Public Safety Answering Points (PSAPs) were migrated to the Next Generation 911 system, thus marking the end of the first phase of the transition to NG911.

Reaching this milestone required support from a long list of stakeholders: the 911 Advisory Board, 911 Advisory Board Subcommittees, PSAP vendors, 911 service providers, originating service providers, and especially the counties and their personnel.

Leading up to the NG911 implementation:

- PSAPs participated in more than **620 hours** of migration readiness meetings and more than **1,100 hours** of acceptance testing and migration activities.
- County GIS data stewards invested more than **16,000 hours** to ensure that **6.8 million GIS records** met the necessary standards to allow for NG911 call routing to the correct PSAP.

Today, on average, the NG911 system routes and connects **more than 16,000** 911 calls daily from Pennsylvanians who need help to the telecommunicators that are trained to help.

To put some perspective around the volume of work that our telecommunicators perform:

7,515,253	Number of direct dialed 911 calls placed in Pennsylvania in 2024
x 121.02	Average duration of a 911 call, in seconds
= 252,637.75	Hours 911 telecommunicators spent talking on the phone, providing life-saving help directly to callers in 2024
<i>That's the equivalent of 28.76 years in a one-year span.</i>	

In 2024, Pennsylvania's 61 PSAPs fielded **more than 13.9 million calls** for emergency assistance between 911 direct dials and 10-digit lines. These calls for service, coupled with decreasing personnel levels, added to the operational strain as PSAPs struggle to recruit and retain qualified employees. In 2025, PSAPs reported a **20% vacancy rate** of the 2,685 allocated 911 telecommunicator positions statewide. **Eight counties report staffing levels below 70%**. Together with our county partners, PEMA looks to develop recruitment initiatives and identify technologies to streamline workload and promote the well-being of Pennsylvania's telecommunicators.

More Work to Be Done

While the initial focus of Pennsylvania's NG911 project has been to modernize the infrastructure used to deliver 911 calls to our PSAPs, subsequent efforts of the NG911 project will focus on upgrading applications and workflows capable of processing new forms of data delivered with the call, such as multimedia (videos, photos), sensor data, and information from Internet of Things (IoT) devices, which will continue to impact the 911 Fund in future years.

In July 2024, the Federal Communications Commission (FCC) established a two-phased approach² for Originating Service Providers (OSPs) to help us in achieving “end state” NG911 call delivery service. Keeping Pennsylvania’s 911 regulations aligned with this FCC framework should help ensure a smooth transition among all stakeholders.

In its 911/988 Efficiency Study published in June 2025³, the Legislative Budget and Finance Committee recommended that the General Assembly enact legislation establishing precise eligibility and scope of support that should be provided to a small group of OSPs (Rural Local Exchange Carriers) that demonstrate a legitimate need for one-time funding assistance to deliver 911 calls in accordance with FCC NG911 requirements.

PEMA has delayed issuing Phase 1 requests to the OSPs – as defined in the FCC Report and Order, and which would initiate required timeframes for the OSPs to interconnect with the NG911 system – to allow the General Assembly to review the LBFC’s recommendation.

Other Legislation and Guidance

- Based on the recommendation of the 911 Advisory Board, **PEMA adopted a new [Statewide 911 Plan](#)** and **[NG911 GIS Strategic Plan](#)** in December 2023 to guide future priorities. The plans provide an actionable strategy to advance 911 systems and services in Pennsylvania and ensure collaboration among stakeholders to address the [Statewide 911 Plan priorities](#).
- Act 147 of 2024, enacted on November 18, 2024, was the initial step in updating legislation to address the transition from our Enhanced 911 (E-911) System to a NG911 System. Act 147 introduces new definitions, defines GIS layer requirements, establishes addressing authority responsibilities, and ensures confidentiality for call processing records. Future legislative and regulatory framework revisions are required to reflect FCC requirements, NG911 end-state, and the Internet of Things.
- Chapter 53 of Title 35 of the Pennsylvania Consolidated Statutes requires counties to maintain and update a comprehensive inventory and submit a 911 plan for the implementation, operations, and maintenance of their 911 system. Building off the county plans and inventory submitted in 2022, counties updated their inventory information and submitted 911 plans in October 2025. PEMA’s review of these submissions is expected to continue into early 2026. The information contained in these plans will assist PEMA with maintaining the Statewide 911 Plan, determine priorities, assist with forecasting the use of Statewide Interconnectivity Funding (15% funding) over multiple years, assist with prioritizing grant awards, and assist with identifying potential opportunities for additional statewide procurements.

The Important Role of GIS

One of the most-critical elements of a NG911 system is an accurate and standardized set of Geographic Information Systems (GIS) data for enhanced location intelligence. Continued collaboration is necessary among our GIS stakeholders, local addressing authorities, and Originating Service Providers to

² FCC Final rule to advance Next Generation 911, <https://www.federalregister.gov/documents/2024/09/24/2024-18603/facilitating-implementation-of-next-generation-911-services-ng911-location-based-routing-for>

³ LBFC Study Pursuant to Act 2023-34 911/988 Efficiency, <https://www.palbfc.gov/Resources/Documents/Reports/814.pdf>

synchronize location data. Ongoing, timely data maintenance is essential to ensuring the accurate routing of 911 callers to the appropriate PSAP. National standards are under development to provide the three-dimensional location information of a caller to a PSAP. This change is expected to be the largest shift in location for 911 since wireless Phase II was introduced in the late 1990s. The NG911 GIS Strategic Plan includes action items to focus on identifying necessary data, technology, and workflows to operationalize 3-D mapping.

And while NG911 allows 911 calls to be transferred with caller information between PSAPs anywhere in the Commonwealth, 29 of our county PSAPs share a border with a neighboring state. The 911 Plan identifies State-to-State NG911 interoperability as a future priority. Planning with neighboring states is underway, and coordination will be required between states to establish network connectivity and GIS data compatibility.

Tracking the Finances

Since 2016, Pennsylvania's 911 system expenditures have **averaged \$399 million annually**. In that period, our 911 **system costs have grown by \$125.7 million (38%)** as personnel, technology, and facility expenses have increased, counties have pursued projects that foster regionalization and consolidation, and costs to modernize Pennsylvania's 911 system to NG911 were introduced to the 911 Fund.

In comparison, the [FCC 911 Fee Reports](#) shows that **911 service costs, nationwide, have increased by \$4.35 billion (124%)** between 2016 and 2023. Pennsylvania's 911 stakeholders have **limited 911 expenditure increases to 4% annually**, on average, during this same period.

Although 911 surcharge revenue has been relatively stable since 2016, the amount collected has not kept pace with the rising costs of providing 911 service. To address this gap, the General Assembly passed Act 34 in December 2023 that increased the uniform monthly 911 fee from \$1.65 to \$1.95 effective March 1, 2024. **This legislation increased 911 funding in 2024 by \$45.9 million.**

Act 34 established a sunset date of January 31, 2026, for the uniform surcharge and extended the 911 program legislation through January 31, 2029. Act 45 of 2025 extended that uniform surcharge sunset date to January 31, 2029, to prevent the surcharge from reverting back to the initial fee of \$1.65 established by Act 12.

Title 35 Chapter 53 continues to provide revenue stability for Pennsylvania's 911 Program.

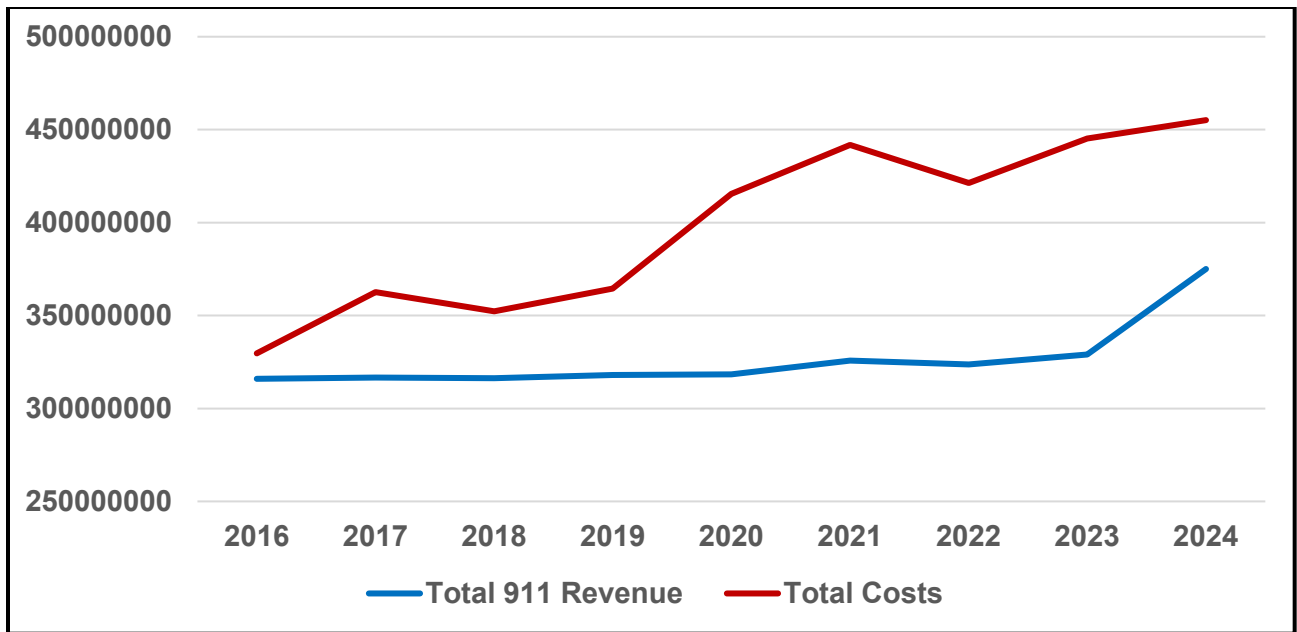
The financial data contained in this Annual Report represents 911 surcharge collections, fund distributions, and expenditures for Calendar Year 2024. It reflects the revenue change from the uniform 911 surcharge (January and February at \$1.65; March and beyond at \$1.95) as well as distributions according to a [revised funding formula](#) that was implemented in January 2024.

Figure 1: 911 Fund – Revenue and Distributions Summary

911 Fund	2024	2023	Difference
Total 911 Revenue	\$375,046,250	\$329,108,221	\$45,938,029
Total Reported Costs	\$455,371,075	\$445,180,472	\$10,190,603
<i>PSAP Reported Costs</i>	\$433,305,312	\$421,332,224	\$11,973,088
<i>Statewide NG911 Service</i>	\$17,295,882	\$19,674,396	(\$2,378,514)
<i>PEMA Administrative Costs</i>	\$4,769,881	\$4,173,851	\$596,029
Deficit	(\$80,324,824)	(\$116,072,251)	\$35,747,427
% 911 Revenue Funded	82.36%	73.93%	8.43%

Note: The “Statewide NG911 Service” amounts listed above reflect costs associated with the NG911 service contract executed by PEMA in accordance with the Statewide 911 Plan. PEMA pays the NG911 service contract costs to the NG911 service provider using Statewide Interconnectivity funds.

Figure 2: 911 Revenue and Expenditure Comparison – 2016 through 2024



Summary: 2024 911 Surcharge Revenue

The uniform 911 fee authorized by 35 Pa. C.S. §5306.2 is the primary funding source for the critical 911 systems and personnel that provide life-saving services every day in Pennsylvania. The surcharge is levied on communications services capable of two-way communication to a PSAP such as wireline or wireless telephone service.

- Act 34 of 2023 increased the uniform monthly 911 fee from \$1.65 to \$1.95 effective March 1, 2024.
- January and February 2024 surcharge collections were based on \$1.65 911 fee.

- 2024 Q1 surcharge collections represented a transition period as carriers implemented the \$1.95 fee.
- In 2024, 911 surcharge **revenue collections totaled \$375,046,250**.
- The 2024 revenue total represents **an increase of \$45,938,029** or 13.96%.
- The increase in 2024 was attributed to surcharge increase.
- Wireless device surcharge collections from Prepaid and Postpaid surcharge collections increased 12.76% and 18.53%, respectively.
- VoIP revenue averaged \$52.1 million annually at the \$1.65 rate from 2016-2023. **It is a concern that VoIP collections at the \$1.95 rate were less than the average annual collections at the \$1.65 rate.**
- Wireline revenue decreased 10% annually on average between 2016-2023. While wireline revenue realized a slight increase (1.68%) under Act 34, it is anticipated the trend of decreasing wireline revenue will continue in subsequent years.

In May 2025, the FCC released the *Voice Telephone Services: Status of June 30, 2024* report which analyzed subscriber information collected from telephone carriers.⁴ **A notable trend in the report indicated high cellular market saturation in Pennsylvania, with the number of mobile voice subscriptions exceeding populations by 1.5 million.** The annual mobile voice subscription increase rate is expected to plateau in future years resulting in minimal increases in surcharge collections from mobile devices.

The FCC report also showed decreases in retail switched access lines and interconnected VoIP subscriptions. **Wireless revenue will likely remain stable, whereas the 911 Fund and counties may start to realize impacts if decreases continue in wireline and VoIP revenues.** An important consideration will be to implement fee structures for newer technologies as they are integrated into the NG911 call flow.

Summary: 2024 911 Surcharge Revenue Distribution

Chapter 53 of Title 35 of the Pennsylvania Consolidated Statutes (Chapter 53) requires at least 83% of the surcharge revenue collected quarterly to be distributed to PSAPs using a formula-based calculation. Of the revenue collected quarterly, up to 15% shall be used by PEMA to establish, enhance, operate, or maintain statewide interconnectivity of 911 systems. Up to 2% of the amount in the fund may be retained by PEMA for expenses directly related to administering the provisions of the legislation. In 2024, 911 surcharge revenue was distributed as follows:

- **83.25%:** Revenue allocated for distribution to counties by formula
- **15.00%:** Revenue allocated for statewide interconnectivity purposes
- **01.75%:** Revenue used by PEMA for administering Act 12

Summary: 2024 911 System Expenditures

911 surcharge revenue shall only be spent on costs that enhance, operate, or maintain a 911 system based on eligibility criteria established by PEMA. Pennsylvania's eligibility rules support activities related to 911 call delivery, processing, and dispatch and align with Federal Communications Commission (FCC) rules for acceptable uses of 911 fees.

⁴ FCC Voice Telephone Services: Status as of June 30, 2024, Report [DOC-411462A1.pdf](#)

- In 2024, the **total reported expenditures** for 911 service in Pennsylvania were **\$455,371,075**.
- PSAP reported expenditures increased **\$11,973,088** or 2.84% from 2023.
- Costs to implement **the NG911 system accounted for \$17.3 million** of the expenditures.
- **Counties contributed \$95.72 million** from their General Funds or other revenue sources for 911 service.

Summary: Pennsylvania 911 System Priorities

As required by Chapter 53, PEMA established a Statewide 911 Plan that braced for NG911 by establishing statewide priorities and action steps focused on sustaining existing 911 systems and implementing NG911 systems. With many of the action items identified in the 911 Plan complete, PEMA (with the recommendation of the 911 Advisory Board) adopted a new Statewide 911 Plan and NG911 GIS Strategic Plan in December 2023.

The 2023 Plan recognizes that continued investment in NG911 technologies is critical for the NG911 system and PSAP operations to maintain pace with the rapid adoption of future communications technologies and ensure that it meets the needs of all stakeholders.

Fulfilling the intent of the 2023 plan requires acknowledging that 911 service is no longer strictly a “local” issue and that it requires coordinated and collaborative effort at all levels: local, regional, and state. True interoperability between PSAPs is the greatest benefit. A state-of-the-art NG911 network, with all its features, provides PSAPs more efficiency and the ability to keep pace with changes in consumer technology and achieve the goal of providing the highest level of 911 service anywhere, anytime, anyplace.

The 2024 priorities outlined below align with the Statewide 911 Plan adopted in 2023:

Priority #1: Legislation – Strengthen and Modernize Legislation and Regulations

- PEMA provided subject matter expertise and engaged in collaboration with stakeholders on Act 34 of 2024 - Reauthorization of Chapter 53 of Title 35 through January 2029 and increased the uniform 911 surcharge to \$1.95.
- PEMA collaborated with stakeholders on drafting language for the initial step of modernizing the 911 Legislation for NG911 which led to Act 147 of 2024 being enacted in November 2024.

Priority #2: Funding Policies and Procedures for NG911 – Coordinated Approach

- PEMA collaborated with the 911 Advisory Board and Funding Subcommittee to implement a revised 83% formula fund calculation.
- PEMA issued an RFP for the procurement of a multi-vendor statewide NG911 Call Handling solution.

Priority #3: NG911 Technology – Leverage NG911 System Investment and Expand Features

- PSAP migrations to the NG911 System were completed in April 2025.
- PEMA is supporting the implementation of an ancillary layer of the ESInet in the Northern Tier, North Central, and portions of the NECORE 911 regions which permits network connectivity for sharing of technology and workload.

Priority #4: NG911 GIS – Accurate GIS Layers are Essential for NG911 Geospatial Call Routing

- Collaborated with stakeholders on drafting language for Act 147 of 2024 to establish requirements for local addressing authorities.
- Leading multi-state efforts to develop GIS data set requirements to support state-to-state call transfers.

Priority #5: Cybersecurity – Ensure a Robust Cybersecurity Framework

- PEMA issued an ITQ for the procurement of a statewide PSAP Cybersecurity Gap Analysis to assist with the update of minimum cybersecurity requirements, drafting best practices, and assessing a PSAP's cybersecurity posture.

Priority #6: Operations – Recruitment, Retention, and Mental Health Wellness

- Adopted updated minimum Training, Certification, and Quality Assurance and Quality Improvement requirements that introduced training requirements for telecommunicator mental health and wellness.

Priority #7: NG911 Public Education & Outreach to Build Awareness

- Completed the initial round of the statewide telecommunicator awareness campaign and solicited stakeholder feedback for another round of the campaign.
- To assist with telecommunicator retention, PEMA created the "[Pennsylvania Loves 911 Operators](#)" webpage that allows the public to recognize and thank 911 telecommunicators for the role they provide in the emergency response system.

I. REVENUE COLLECTIONS

Act 12 of 2015 levied a uniform \$1.65 surcharge fee on communications services capable of two-way communication to a PSAP such as wireline telephone, wireless (prepaid and postpaid service), and voice over internet protocol (VoIP) service to help fund 911 systems in Pennsylvania. In December 2023, the General Assembly passed Act 34 of 2023 which increased the uniform surcharge fee \$0.30 to \$1.95 effective March 1, 2024, through January 31, 2026. **The total revenue generated in 2024 was \$375,046,250** which consists of \$369,231,726 in surcharge revenue collected in Calendar Year 2024 and \$5,814,524 of interest earned on the 911 Fund.

Figure 3: Calendar Year 2024 911 Surcharge Revenue Comparison

Service Type	2024	2023	Difference	% Change
Wireline	\$27,319,924	\$26,868,029	\$451,896	1.68%
VoIP	\$50,027,438	\$49,031,818	\$995,620	2.03%
Prepaid	\$36,051,634	\$31,972,715	\$4,078,919	12.76%
Postpaid	\$255,832,729	\$215,828,938	\$40,003,791	18.53%
Interest	\$5,814,524	\$5,406,721	\$407,803	7.54%
Total Revenue	\$375,046,250	\$329,108,221	\$45,938,029	13.96%

2024 Revenue Recap:

- Effective March 1, 2024, Act 34 of 2023 increased the uniform 911 surcharge by \$0.30 (18.18%) to \$1.95.
- Surcharge collections for January and February 2024 were based on the \$1.65 uniform 911 surcharge rate established by Act 12 of 2015.
- **Overall, 911 surcharge revenue in 2024 increased by \$45,938,029 (13.96%).**
- Revenue from postpaid wireless telephone service was the largest revenue source of 911 surcharge revenue in 2024, amounting to 68.21% of total surcharge revenue collected.
- Revenue from prepaid wireless telephone service increased by \$4,078,919 (12.76%).
- Revenue from VoIP totaled \$50.0 million. This is concerning when considering that VoIP revenue averaged \$52.1 million annually at the \$1.65 rate between 2016-2023. VoIP collections at the \$1.95 rate were less than the average annual collections at the \$1.65 rate.
- Wireline revenue realized a slight 1.68% increase due to the higher surcharge rate under Act 34. However, wireline revenue has decreased 10% annually, on average, between 2016-2023⁵ and we anticipate that trend to continue in subsequent years.

A continuing concern for the 911 Fund is the proliferation of applications, devices, sensors, and services capable of contacting 911 and the ability to accurately assess and collect 911 surcharge revenue on these rapidly evolving consumer communications technologies.

⁵<https://www.palbfc.gov/Resources/Documents/Reports/814.pdf>, Legislative Budget and Finance Committee, A study Pursuant to Act 2023-34: 911/988 Efficiency, page 162 PEMA comments.

Figure 4: Revenue Trends by Service Type (2016 – 2024)

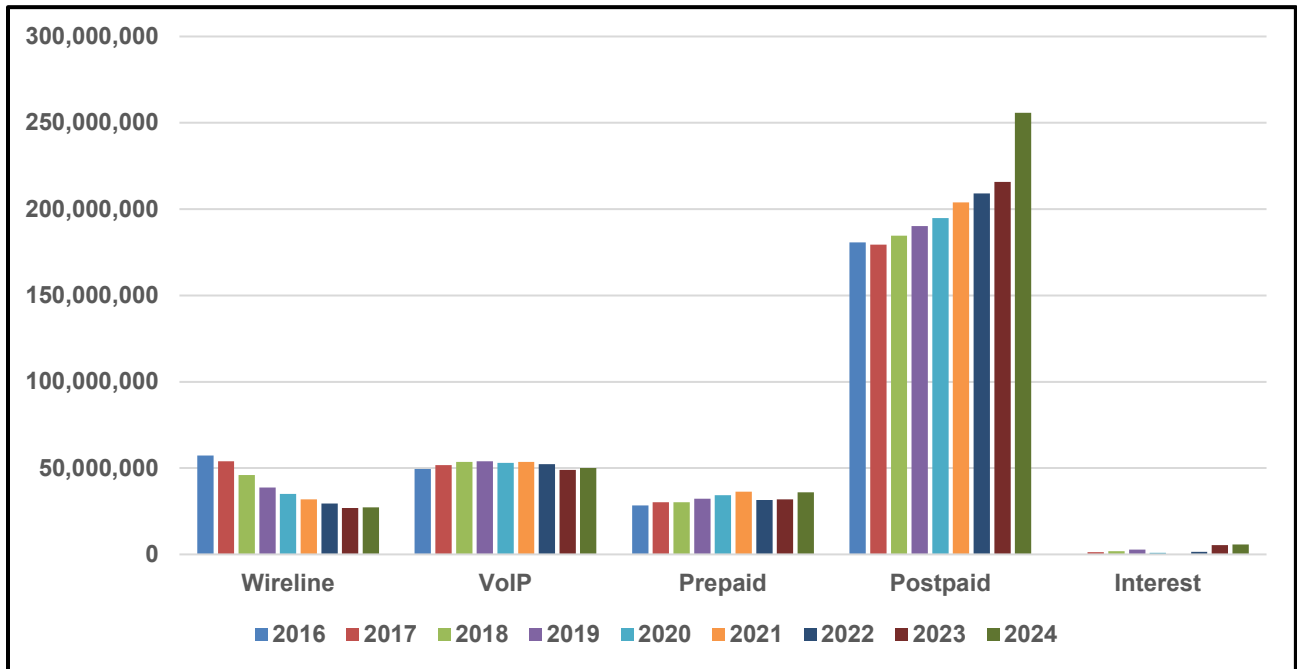


Figure 5: Revenue Collections by Service Type (2016 – 2024)

Year	Wireline	VoIP	Prepaid	Postpaid	Interest	Total
2016	\$57,311,655	\$49,499,044	\$28,441,522	\$180,711,429	\$0	\$315,963,650
2017	\$54,008,997	\$51,647,701	\$30,225,814	\$179,442,915	\$1,267,124	\$316,592,551
2018	\$45,999,749	\$53,565,789	\$30,252,996	\$184,576,768	\$1,821,402	\$316,216,704
2019	\$38,807,580	\$54,004,429	\$32,248,830	\$190,177,245	\$2,792,492	\$318,030,576
2020	\$35,101,528	\$52,997,533	\$34,329,140	\$194,862,782	\$1,000,080	\$318,291,063
2021	\$31,932,659	\$53,633,423	\$36,254,244	\$203,825,743	\$92,049	\$325,738,118
2022	\$29,409,161	\$52,249,605	\$31,472,981	\$209,114,491	\$1,454,818	\$323,701,056
2023	\$26,868,029	\$49,031,818	\$31,972,715	\$215,828,938	\$5,406,721	\$329,108,221
2024	\$27,319,924	\$50,027,438	\$36,051,634	\$255,832,729	\$5,814,524	\$375,046,250
Trend:						

Revenue Summary (2016 – 2024):

- Between 2016-2023, Act 12 911 surcharge revenue collections averaged \$320.46 million annually.
- The \$1.95 fee went into effect March 1, 2024, and increased revenue by \$45.94 million (13.96%) when compared to 2023.
- 911 surcharge revenue collections realized a total increase of 19% between 2016-2024 while inflation increased by 33.21% during this time⁶.
- Revenue collections have not kept pace with inflation and rising 911 system costs.






Figure 6: Annual Percentage Change by Service Type

Year	Wireline	Prepaid Wireless	Postpaid Wireless	VoIP	Interest Accrued	911 Fund Total
Percentage Increase or (Decrease)						
2016	-	-	-	-	-	-
2017	(6%)	6%	(1%)	4%	NA	-
2018	(15%)	0%	3%	4%	44%	-
2019	(16%)	7%	3%	1%	53%	1%
2020	(10%)	6%	2%	(2%)	(64%)	-
2021	(9%)	5.6%	4.6%	1%	(90%)	2.3
2022	(8%)	(13%)	3%	(3%)	1,480%	(1%)
2023	(9%)	2%	3%	(6%)	272%	2%
2024	1.7%	12.8%	19%	(9%)	8%	14%
2016-2024	(52%)	27%	42%	1%	NA	19%

Note: While Figure 6 presents the year-to-year percentage increase/decrease by service type (for example, the 2017 row represents the percentage change between 2016 and 2017), please note that the bottom row (2016-2024) represents the cumulative percentage change between 2016 and 2024.

⁶ <https://www.bls.gov/opub/> CPI Inflation Calculator \$100.00 in January 2016 has the same buying power as \$133.21 in December 2024

Figure 7: Summary of Revenue Trends Under Act 12 Since 2016

A summary of revenue trends under Act 12 (2016-2024):				
Total Revenue	Postpaid	VoIP	Wireline	Prepaid
 19%	 42%	 1%	 (52%)	 27%

Revenue Trends: Comparison of 2016 to 2024:

- Wireline service revenue **decreased \$29.99 million** when comparing 2016 to 2024.
- VoIP revenue has been fairly level, with an **increase of \$528,394** when comparing 2016 to 2024.
- Wireless revenue has realized nominal increases annually between 2016-2024. A report issued by the FCC indicates this trend may change in the future, given the high cellular market saturation in Pennsylvania and the number of mobile voice subscriptions exceeding populations by 1.5 million⁴.

II. REVENUE DISTRIBUTION

A uniform monthly surcharge fee of \$1.65, first enacted in Pennsylvania on August 1, 2015, was increased \$0.30 to \$1.95 effective March 1, 2024. The surcharge in the first two months of 2024 (January and February) were collected at the \$1.65 rate.

As required by 35 Pa. C.S. §5306.1, 911 surcharge revenue is distributed as follows:

1. **Formula-based Funding (83% Funds):** No less than 83% of the surcharge revenue collected quarterly is distributed among Pennsylvania PSAPs using a formula-based calculation.
2. **Statewide Interconnectivity Funding (15% Funds):** Of the revenue collected quarterly, up to 15% shall be used by PEMA for statewide interconnectivity of 911 systems, which includes costs related to NG911 and 911 system regionalization or consolidation.
3. **Administrative Funding:** PEMA may retain up to 2% of the surcharge revenue collected for expenses directly related to administering the provisions of Act 12.

As seen in prior years, the surcharge revenue collected in 2024 was not sufficient to cover the cost of 911 service, leaving the balance to be funded by other revenue sources. 911 system costs not covered by the 911 fee are typically funded by county property tax dollars or other local revenue sources. The **county contribution is expected to continue to increase** in the coming years to meet the challenges of retaining and recruiting personnel, maintaining critical systems and facilities for 24x7 operations, developing GIS data to locate and route 911 callers, securing mission critical networks, and much more – all while continuing to pursue efficiencies through regionalization and consolidation of 911 systems.

In 2024, PEMA distributed more than 83% of revenue collected by formula and retained less Administrative funds to provide counties additional revenue, while continuing to invest Statewide Interconnectivity funds towards NG911 and regionalization, where possible. It is important to stress that revenue distribution percentages may vary by year depending on needs and obligations of the 911 system.

Allocation of 911 Surcharge Revenue Collected in 2024:

- **83.25%:** Revenue distributed to counties through a formula-based calculation
- **15.00%:** Revenue allocated for statewide interconnectivity purposes
- **01.75%:** Revenue used by PEMA for 911 administrative costs and statewide 911 initiatives

Figure 8: 2024 Annual 911 Surcharge Revenue Distribution

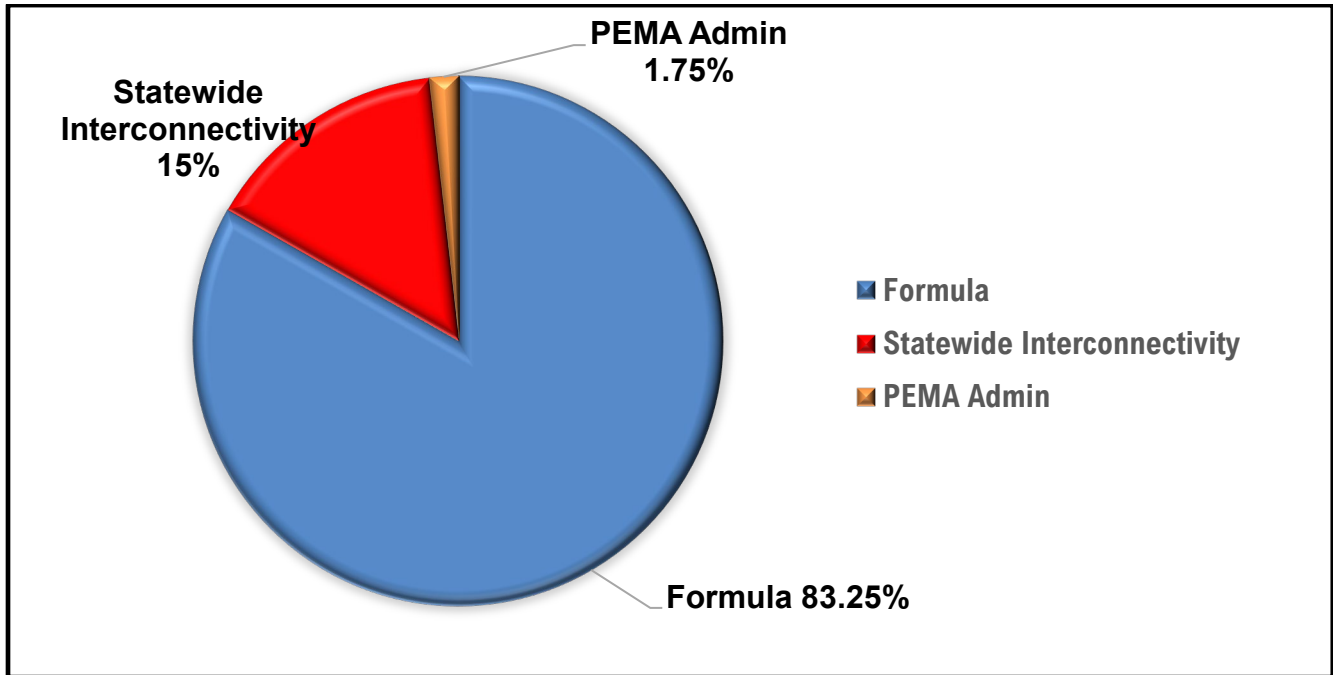


Figure 9: 2024 Quarterly 911 Surcharge Revenue Distribution

Quarter	Formula Distribution	Statewide Interconnectivity	PEMA Admin	Total Revenue
1st 2024	\$70,273,358	\$12,661,866	\$1,477,218	\$84,412,442
2nd 2024	\$80,915,864	\$14,579,435	\$1,700,934	\$97,196,233
3rd 2024	\$81,211,533	\$14,632,709	\$1,707,149	\$97,551,391
4th 2024	\$79,825,248	\$14,382,928	\$1,678,008	\$95,886,183
Total	\$312,226,003	\$56,256,938	\$6,563,309	\$375,046,250
Distribution %	83.25%	15.00%	1.75%	100.00%

Formula-Based Funding:

Act 12 changed how PEMA distributed 911 funding: primarily from a de facto competitive grant process to quarterly formula-based distributions. The formula distribution gives counties a defined amount that provides budget certainty and serves as an incentive to manage within available dollars – knowing that the difference comes from a county’s General Fund or other revenue sources.

Distributed Timely: 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 make disbursements to the PSAPs of at least 83% of the revenue collected using a mathematical formula. **In 2024, PEMA averaged 25 days to collect the surcharge revenue and make formula-based disbursements to each PSAP.** Formula distributions by county are provided in [Appendix C](#) of this document.

Distributed Fairly: Under Act 12, the General Assembly vested PEMA with the duty to establish formulas and methods to distribute 911 funds. Amid concerns from PSAPs about the existing formula being outdated and that it carried over known revenue distribution concerns which existed in the Wireless 911 Program prior to Act 12, the 911 Advisory Board Funding Subcommittee assisted with the development of a revised formula distribution calculation. This new formula, adopted and implemented concurrently with the passing of Act 34 in December 2023, no longer includes a PSAP’s expenditures that are more than a decade old in the formula calculation.

Beginning January 1, 2024, formula-based payment amounts were determined by using this calculation:

1. Each county received an equal distribution of 3% of the available amount
2. Remaining funds were distributed based on the following calculation:
 - a. 65% of average quarterly formula payments from 2021 and 2022
 - b. 30% population⁷
 - c. 2.5% population density
 - d. 2.5% square miles

Basing a majority percentage of the formula on average quarterly formula payments was the only method the stakeholders identified in which no county would see a revenue decrease.

Statewide Interconnectivity Funding:

A total of **\$66,502,256** was available for distribution during the 2024 Statewide Interconnectivity funding cycle, which consisted of:

- **\$56,256,938** – Statewide Interconnectivity funds from Q4 2023 to Q3 2024
- **\$10,245,318** – Remaining balance from 2023 retained to assist with managing obligations for implementing NG911 service, supporting shared/regional systems, and continue providing temporary offsets to address concerns with the interim 83% distribution formula

Figure 10: 2024 Statewide Interconnectivity Funding Summary

2024 Available Statewide Interconnectivity Revenue:	
2024 - Statewide Interconnectivity Revenue	\$56,256,938
15% Funds - Prior Year Remaining Balance	\$10,245,318
Total	\$66,502,256
2024 Statewide Interconnectivity Obligations:	
Less: 2024 Statewide NG911 System	\$17,295,882
Less: 2024 Grant Award Total	\$33,328,837
Total Obligations	\$50,624,719
Balance	\$15,877,537

⁷ 2020 U.S. Census data will be used to determine population, population density and square miles.

2024 Costs of the Statewide NG911 System:

The top priority for Statewide Interconnectivity funding in 2024 was to cover both the non-recurring and recurring costs to implement Pennsylvania’s NG911 system and provide NG911 call delivery services.

- Total **non-recurring costs** in 2024 were **\$5,588,961** for strategic fiber builds to provide PSAP, regional, and data center connectivity for NG911 service.
- Total **recurring costs** in 2024 were **\$11,706,921** for Next Generation core services, connectivity maintenance, training, location services, network operations center/security operations center services, and the management information system.
- The balance of \$15,877,537 was retained for 2025 to assist with managing obligations related to NG911 service migrations, statewide NG911 Call Handling Equipment procurement, and supporting regional projects.

2024 Statewide Interconnectivity Grant Awards:

- The 2024 Statewide Interconnectivity Grant Awards process was streamlined by implementing a preapproved grant agreement template and new workflows. This **reduced the Commonwealth’s processing time to fully execute a grant from 41 days to 25 days** (when comparing the 2023 and 2024 grant funding cycle) and resulted in the disbursement of grant funds to counties more quickly.
- PEMA awarded a total of **\$33,328,837 to 151 projects** across Pennsylvania aligned with established funding priorities that support the migration to NG911 and regionalization/consolidation efforts.

Figure 11: 2024 Statewide Interconnectivity Grant Awards

Statewide Interconnectivity Grant Priority	Total Awards	% of Awards	# of Projects
5) PSAP Consolidation Feasibility Studies	\$55,233	0.17%	1
6) PSAP / Regional Cybersecurity	\$999,156	3.00%	4
7) GIS Post NG911 Migration Maintenance	\$1,994,992	5.99%	65
8) ILEC Post Migration Legacy 911 Service	\$1,281,605	3.85%	32
9) Existing ESInet Connectivity Maintenance	\$4,389,073	13.17%	10
10) Existing Shared CHE System Maintenance	\$3,289,089	9.87%	9
11) Existing Shared CAD System Maintenance	\$3,112,795	9.34%	8
12) Existing Shared Radio Maintenance	\$1,038,596	3.12%	2
14) New Shared CAD and Related Projects	\$3,998,647	12.00%	6
15) Existing Shared Recorder Maintenance	\$686,263	2.06%	6
16) New Shared Recorder System	\$827,110	2.48%	3
17) New Shared Radio System	\$11,656,279	34.97%	5
Grand Total	\$33,328,837	100.00%	151

Statewide Interconnectivity Funding - Looking Ahead:

The implementation of NG911 in PSAPs across Pennsylvania was completed in April 2025. However, there is still much work to be done to reach the complete “end state” of NG911 as defined by the NENA i3 standard. While the initial focus of the NG911 project was to upgrade Pennsylvania’s infrastructure used to deliver 911 calls to the appropriate PSAP, it is anticipated that the NG911 system’s features and functionality will continue to expand greatly in the coming years. New applications and technologies will be required at the PSAP level to utilize additional NG911 data elements, process multimedia calls and non-human calls initiated from Internet of Things devices.

The infrastructure upgrade to NG911 added significant recurring costs to the Statewide Interconnectivity (15%) Fund. Continued investment in the NG911 system’s ESInet is required to support shared technology projects – which allows for workload sharing among PSAPs.

Additionally, one of the goals identified in the Statewide 911 Plan is to find more effective ways of procuring systems and services, managing costs, and achieving consistent pricing across the Commonwealth. PEMA has issued a request for proposal (RFP) to provide PSAPs and other public safety stakeholders access to multiple call-handling system options that support the NENA i3 standard for NG911. The expected result of this RFP is a multi-vendor contract that provides options for cost-effective call-handling systems and services that include new capabilities, such as multimedia, language translations, and transcriptions.

Therefore, the process to determine allocations of 15% Funds has transitioned from the open, competitive grant application process used in prior years to a process where these allocations will be identified, planned, and budgeted for based on items such as the statewide NG911 service contract, pending statewide CHE procurement, and county 911 System Plans.

In its comprehensive study of Pennsylvania’s 911 system in 2022, the Legislative Budget & Finance Committee “found PEMA to be a wise steward of the [statewide interconnectivity] funding, allocating the revenue to both the full intent of the statute and in the best interests of the state’s 911 system.”⁸ PEMA remains 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.

⁸ <http://lbfc.legis.state.pa.us/Resources/Documents/Reports/721.pdf> - Page 55

III. EXPENDITURES

The total 911 system expenditures for Calendar Year 2024 were **\$455,371,075** – which consists of \$375,046,250 of costs funded by the 911 surcharge and \$80,324,824 of costs funded by other revenue sources. 911 surcharge revenue shall only be spent on costs that enhance, operate, or maintain a 911 system based on eligibility criteria established by PEMA. Pennsylvania’s eligibility rules support activities related to 911 call delivery, processing, and dispatch, and align with FCC rules for acceptable uses of 911 fees. It should be noted there will likely always be a portion of 911 related costs not covered by the 911 fee due to items not meeting the eligibility criteria for 911 funding, such as portable radios, construction costs, etc.

Figure 12: Calendar Year 911 Fund Activity

	2024	2023	2022	2021
Total 911 Revenue	\$375,046,250	\$329,108,221	\$323,701,056	\$325,738,118
Total Costs	\$455,371,075	\$445,180,472	\$421,290,500	\$441,745,262
<i>PSAP Reported Costs</i>	<i>\$433,305,312</i>	<i>\$421,332,224</i>	<i>\$399,060,387</i>	<i>\$411,324,645</i>
<i>Statewide NG911 Service</i>	<i>\$17,295,882</i>	<i>\$19,674,396</i>	<i>\$17,209,689</i>	<i>\$24,969,369</i>
<i>PEMA Administrative Costs</i>	<i>\$4,769,881</i>	<i>\$4,173,851</i>	<i>\$5,020,424</i>	<i>\$5,451,248</i>
Deficit	(\$80,324,824)	(\$116,072,251)	(\$97,589,444)	(\$116,007,144)
% 911 Revenue Funded	82.36%	73.93%	76.84%	73.74%

Pennsylvania is one of only 13 states that operates fewer primary PSAPs than there are counties. For example, there are 61 PSAPs in Pennsylvania while Illinois and Ohio, two states of similar size and population, have 179 and 144 PSAPs respectively. In states where multiple PSAPs serve a single jurisdiction, there is the possibility of duplication of personnel and technology costs, as well as call transfers and other operational inefficiencies. Pennsylvania’s consolidated approach allows for the provision of 911 in an efficient and cost-effective manner without sacrificing the quality of 911 service for our citizens.

Expenditure Summary (2016–2024):

- Pennsylvania’s 911 system expenditures have **averaged \$399 million annually**.
- 911 system costs have **grown by \$125.7 million (38%)** since 2016 as personnel, technology, and facility costs have increased, counties have pursued regionalization and consolidation projects, and costs to modernize Pennsylvania’s 911 system to NG911 were introduced to the 911 Fund.
- Nationwide, costs for 911 service increased by \$4.35 billion (124%) between 2016 and 2023 based on [FCC 911 Fee Reports](#).
- PEMA continues to work with our county partners and 911 Advisory Board to implement strategies for managing costs where possible through statewide contracts and supporting regionalization of 911 systems. An example is the statewide NG911 service contract executed by PEMA, where annual recurring costs are defined and level through 2030.
- Prior to Act 12 of 2015, Pennsylvania 911 system costs increased by 6% annually. Between 2016 and 2024, **the rate of expenditure increase has been reduced to 4% annually**, on average.

PSAP Reported Costs

The total PSAP reported expenditures in 2024 were **\$433,305,312** which represents an increase of \$11,973,088 (2.84%) from the reported 2023 PSAP expenditures.

Figure 13: 2024 PSAP Reported Costs by Cost Type (Sorted by Total Cost)

Cost Type	911 Funded	Non-911 Funded	Total Cost	% of Costs
Personnel	\$243,434,208	\$25,894,579	\$269,328,787	62.16%
Radio Systems	\$29,867,367	\$34,795,657	\$64,663,025	14.92%
Connectivity/Infrastructure	\$13,891,508	\$10,373,828	\$24,265,336	5.60%
Facilities	\$11,637,626	\$10,344,858	\$21,982,484	5.07%
Computer Aided Dispatch (CAD)	\$15,157,872	\$5,386,016	\$20,543,888	4.74%
Call Handling Equipment (CHE)	\$11,507,884	\$1,434,632	\$12,942,516	2.99%
Contracted Services	\$5,112,738	\$2,038,717	\$7,151,454	1.65%
Office Operations	\$2,495,057	\$4,034,604	\$6,529,661	1.51%
Voice/Data Recorder	\$2,022,843	\$1,281,243	\$3,304,086	0.76%
GIS/Mapping	\$2,273,395	\$76,691	\$2,350,086	0.54%
Mass Notification System	\$148,006	\$25,542	\$173,548	0.04%
Public Education	\$32,038	\$21,391	\$53,429	0.01%
Mental Health Wellness	\$2,960	\$14,053	\$17,013	0.00%
Grand Total	\$337,583,501	\$95,721,811	\$433,305,312	100.00%

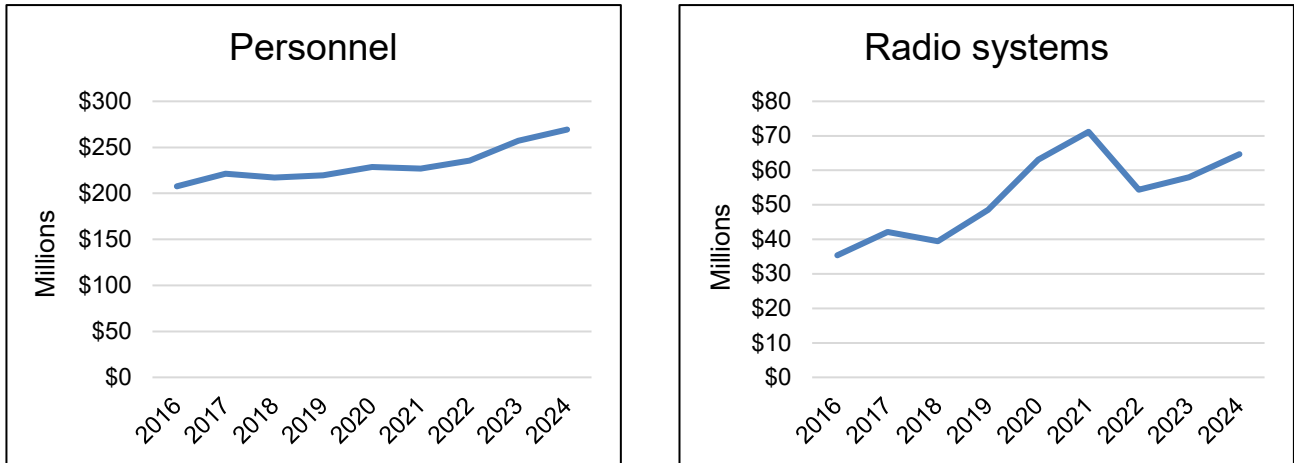
2024 PSAP Expenditure Recap:

- Personnel was the largest PSAP expense at \$243,434,208 (62.16%) of statewide 911 costs.
- Personnel, radio systems, and connectivity made up 82.68% of 911 system costs in 2024.
 - See [Appendix A](#) for a comparison of expenditures by Cost Type between 2023 and 2024
- **Counties contributed \$95,721,811** from their General Funds or other revenue sources for 911.
- 911 surcharge revenue covered 82.36% of PSAP reported costs in 2024.

PSAP Reported Costs - Trends:

Here are some visual representations of (and insights to) the trends of expenses that Pennsylvania PSAPs have reported since 2016:

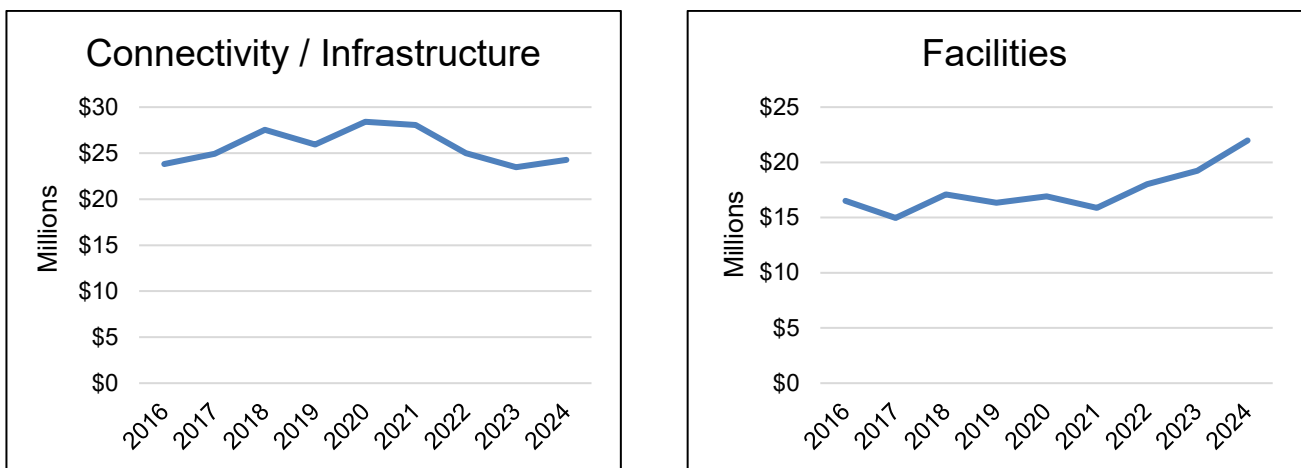
Figure 14: Trends of PSAP Reported Costs: Personnel and Radio Systems



Personnel costs continue to be the largest reported expense for PSAPs with a 29.7% increase since 2016, mostly attributed to higher healthcare costs and salary increases to assist with telecommunicator retention and recruitment. The average starting rate for a 911 telecommunicator trainee in Pennsylvania is \$18.20 per hour.

Radio system costs continue to be the second-largest expense that PSAPs report with an 82.79% increase since 2016, due in part to counties migrating from legacy, conventional analog systems to more-complex digital IP solutions.

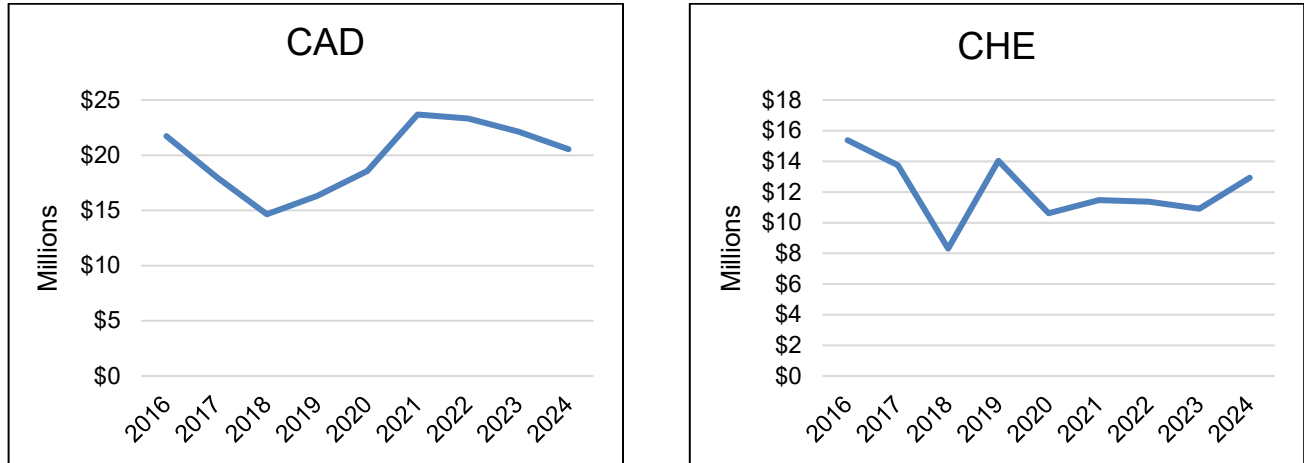
Figure 15: Trends of PSAP Reported Costs: Connectivity/Infrastructure and Facilities



Connectivity and Infrastructure costs have grown at a rate of 1.83% since 2016. Reported costs peaked in 2020/2021 because of non-recurring costs associated with counties and regions starting to deploy new regional ESInets for NG911 service.

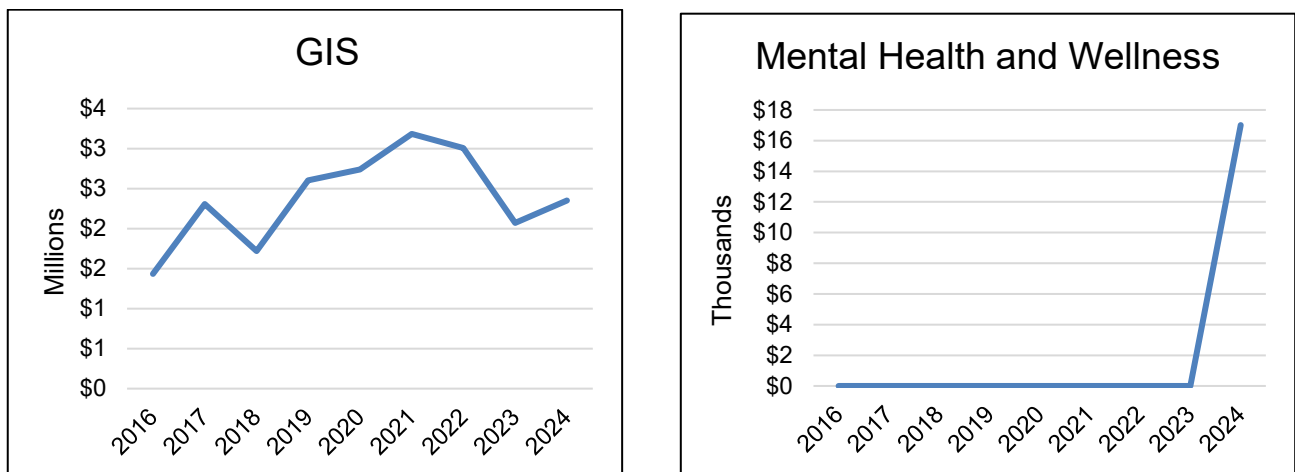
Facilities costs include expenses for items such as physical security, backup power systems, rent, repairs, and public utilities (electric, water, and gas.) These expenses have risen 33% since 2016. The US Energy Information Administration data shows electricity prices have increased faster than the rate of inflation since 2022 and are forecast to continue increasing through 2026.⁹

Figure 16: Trends of PSAP Reported Costs: Computer Aided Dispatch and Call Handling Equipment



Call Handling Equipment (telephone) and Computer Aided Dispatch systems are the primary application technologies PSAPs utilize to receive and process calls for service. These technologies require software upgrades and hardware refreshes to ensure cybersecurity and to incorporate new features that the public and emergency responder community expect. Individual county-reported costs will spike when these systems are replaced, software upgraded, or hardware refreshed. Future costs for CHE and CAD are forecast to increase as these systems begin incorporating new NG911 data elements such as multi-media, 3-D caller location information, and receiving calls from non-human initiated Internet of Things (IoT) devices.

Figure 17: Trends of PSAP Reported Costs: GIS and Mental Health and Wellness



⁹ [U.S. electricity prices continue steady increase - U.S. Energy Information Administration \(EIA\)](#)

GIS is a foundational element of NG911 and ensures calls are routed to the appropriate PSAPs. GIS development costs peaked as counties began preparing their GIS data for NG911 call delivery. Ongoing maintenance of the GIS software, hardware, and data is critical to ensure accurate and timely call routing. Future GIS development is expected to focus on elevation data, which will improve call location technologies by including data elements, such as a building's floor level of a caller.

The Statewide 911 Plan recognizes that a career as a 911 telecommunicator is extremely stressful, and investments are required to support access to mental health and wellness training and resources. A new cost type for Mental Health and Wellness was incorporated into the 2024 Annual Report. Previously, many of these costs were captured within the Personnel cost type. The addition of this new cost type provides a mechanism to measure the investment in supporting telecommunicator mental health and wellness.

Statewide Next Generation 911 Service

Effective April 10, 2025, **all 67 counties are connected through (and benefitting from) the NG911 call delivery service** across the Commonwealth. Since first launching in September 2022, the NG911 System has processed more than **13.9 million** 911 calls.

Pennsylvania has made considerable progress in modernizing the infrastructure used to deliver 911 calls to our PSAPs, but full implementation of NG911 call delivery service takes more than solid infrastructure. It requires a perfectly orchestrated, end-to-end, standards-based IP architecture that clearly defines how an originating service provider (OSP) delivers a call to the NG911 system service provider with caller location information, how the NG911 system service provider delivers that call to a PSAP, and how that call is received by the PSAP.

Reaching “End State” NG911

The National Emergency Number Association (NENA) i3 Standard defines “End State” NG911 call delivery as when Selective Routers (SRs) and existing Automatic Location Identification (ALI) systems are decommissioned, and all 911 calls are routed using the Emergency Call Routing Function (ECRF) and arrive at the ESInet/NGCS (Next Generation Core Services) via Session Initiation Protocol (SIP).¹⁰

To achieve “End State” NG911 call delivery in Pennsylvania, OSPs will need to transition their legacy E911 networks and location database platforms to align with the NENA i3 Standard. On July 18, 2024, the FCC adopted a regulatory framework to advance the nationwide transition to NG911¹¹. This framework establishes the responsibilities of stakeholders and identifies a two-phased approach for OSPs to connect to the NG911 system and deliver calls to the NG911 system based on NG911 standards.

¹⁰ NENA i3 Standard for Next Generation 911, https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-STA-010.3e-2021_i3_Stan.pdf

¹¹ FCC Final rule to advance Next Generation 911, <https://www.federalregister.gov/documents/2024/09/24/2024-18603/facilitating-implementation-of-next-generation-911-services-ng911-location-based-routing-for>

New systems and services are expected to be introduced once OSPs migrate from their legacy E911 networks to IP NG911 call delivery. Multimedia communications (videos / photos) and supplemental data from sensors, alarms, and vehicle telematics crash data are expected to be incorporated into NG911. These emerging technologies will introduce new costs as PSAPs upgrade their systems to initiate new workflows that are able to share this data in real-time with responders while ensuring cybersecurity.

It is important to continue reviewing Pennsylvania's 911 regulations, so they align with the FCC regulatory framework and clarify roles, responsibilities, and cost demarcation points between OSPs, NG911 service providers, and 911 authorities.

NG911 Service Cost Summary:

Annual recurring costs for NG911 call delivery service are roughly **\$15.3 million per year** through the remainder of the contract that ends in December 2027 but has renewal options at the same cost through December 2030. As the NG911 system is implemented and legacy 911 services are decommissioned, many costs counties pay today for 911 call delivery will either be eliminated or covered by PEMA with Statewide Interconnectivity funds. The anticipated impact is that counties will have additional Formula-based funds to spend on other eligible 911 costs.

Subsequent efforts of the NG911 project will focus on upgrading applications and workflows in the functions associated with processing and dispatching 911 calls. The modernization of our 911 system through NG911 will continue to introduce new costs in areas such as GIS, training, cybersecurity, connectivity, incorporating multimedia communications, and interoperability with services and networks used by first responders to facilitate emergency response. The implementation of NG911 technologies and services will continue to impact the 15% funding stream in future years.

PEMA Administrative Costs

Under Act 12, PEMA gained significant responsibilities related to administration, planning, oversight, and coordination of the Commonwealth's NG911 system efforts. PEMA may retain up to 2% of the surcharge revenue collected for agency expenses directly related to administering the provisions of the legislation.

In 2024, PEMA retained **\$6,563,309** (1.75%) of the surcharge revenue collected for agency administrative costs related to administering the provisions of Act 12. Actual costs covered by administrative funds in 2024 totaled \$4,769,881 for a difference of \$1,793,428.

Figure 18: 2024 PEMA Administrative Funding Summary

2024 PEMA Administrative Funding	
2% Revenue Allocation	\$6,563,309
Salaries	\$1,364,365
Benefits	\$842,628
Travel	\$16,076
Training	\$3,630
Utilities/Communications	\$49,637
Professional Services - ArcGIS License	\$14,094
Professional Services - Audit	\$159,998
Professional Services - Commonwealth of PA IT Shared Services	\$132,852
Professional Services - Commonwealth of PA Shared Services	\$31,008
Professional Services - Webtool Maintenance	\$37,813
Professional Services - NG911 Support/Consulting	\$73,146
Professional Services - PSAP Portal Development and Maintenance	\$1,387,600
Professional Services - Statewide Orthoimagery Project	\$594,506
Office Equipment	\$2,496
Supplies	\$1,133
Membership Dues	\$5,320
Outreach Materials - #IAM911 Campaign	\$41,655
Other Operating Expenses	\$11,923
Total CY 2024 Expenses	\$4,769,881
Difference	\$1,793,428

As Pennsylvania transitions to NG911 service, PEMA works to retain a roughly \$5 million reserve balance to cover costs that arise from the NG911 system migration that are yet to be defined. An important activity will be to modernize our 911 regulations to clarify roles, responsibilities, and cost demarcation points among communications providers, NG911 service providers, and 911 authorities. Once Pennsylvania’s migration to NG911 service is complete and cost responsibilities and amounts are defined, any unobligated reserve funds will be distributed to the PSAPs by formula.

IV. PENNSYLVANIA 911 SYSTEM PRIORITIES

Act 12 required PEMA to implement a Statewide 911 Plan to establish a path for NG911 and determine statewide priorities and action steps for 911 systems in Pennsylvania. With the successful completion of many of the items outlined in the 2019 Plan, PEMA (with the recommendation of the 911 Advisory Board) adopted a new [Statewide 911 Plan](#) and [NG911 GIS Strategic Plan](#) in December 2023.

The 2023 Plan recognizes that continued investment in NG911 technologies is critical for the NG911 system and PSAP operations to maintain pace with the rapid adoption of future communications technologies and ensure that it meets the needs of all stakeholders.

Fulfilling the intent of the 2023 plan requires the understanding that **911 service in Pennsylvania is no longer strictly a “local” operation**, and that it relies on coordinated and collaborative effort at all levels: local, regional, and state. **True interoperability between PSAPs is the greatest benefit.** A state-of-the-art NG911 network, with all its features, provides PSAPs more efficiency and helps them achieve the goal of providing the highest level of 911 service anywhere, anytime, anyplace.

The purpose and priorities of the 2023 911 Plan build on the successes in recent years and address the changing needs of the public and PSAPs in a coordinated, sustainable manner. The strategy and associated priorities in this Plan consist of the following themes:

- Incorporate additional public safety systems and applications, additional forms of communication, and other new capabilities onto the statewide NG911 system and Emergency Services Internet Protocol Network (ESInet) in a coordinated manner across Pennsylvania using an established governance framework.
- Implement multiple strategies to support telecommunicator recruitment and retention.
- Define the regulatory framework along with financial, operational, and technical roles and responsibilities of 911 system stakeholders for a NG911 environment.
- Continually enhance the cybersecurity posture of the NG911 system and PSAP systems.
- Enhance GIS data and workflows to meet current and anticipated NG911 requirements.
- Ensure training requirements and training opportunities keep pace with changing capabilities and functionality of the NG911 system.
- Provide education and outreach to ensure stakeholders and the public understand NG911 and how to use new capabilities as they are introduced to the service.

The 2023 Plan identifies seven priorities and associated action steps to facilitate continued improvements in 911 services and to serve as a foundation for statewide decisions related to 911:

Priority #1: Legislation

Background: Chapter 53 of Title 35 and 911 regulations in Chapter 4 of the Pennsylvania Code are currently based on decades-old Enhanced 911 (E911) technology and protocols. The 911 fee authorized by Chapter 53 of Title 35 is the primary funding source for the critical 911 systems and personnel that provide life-saving services every day in Pennsylvania. This legislation is scheduled to sunset in January 2026. It is necessary to strengthen Chapter 53 of Title 35 to sustain funding for 911 and modernize language in legislation and regulation to reflect Pennsylvania’s transition to NG911 service.

Progress:

- PEMA submitted ex parte comments to the FCC in support of federal rulemaking efforts to clarify roles and responsibilities among NG911 stakeholders.
- PEMA provided subject matter expertise and engaged in collaboration with stakeholders on Act 34 of 2024 - Reauthorization of Chapter 53 of Title 35 through January 2029 and increased the uniform 911 monthly surcharge to \$1.95.
- PEMA collaborated with stakeholders on drafting language for the initial step of modernizing legislation for NG911, which led to the enactment of Act 147 in November 2024.

Priority #2: Funding Policies and Procedures for NG911

Background: A common topic of discussion within the 911 Advisory Board and Subcommittees has been finding 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.

NG911 provides a more robust and interconnected infrastructure than our legacy 911 systems and can support quick and efficient data-sharing throughout the entire 911 community. 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.

Progress:

- PEMA collaborated with the 911 Advisory Board and Funding Subcommittee to implement a revised 83% formula fund calculation.
- PEMA issued an RFP for the procurement of a multi-vendor statewide NG911 Call Handling solution.
- PEMA issued an ITQ for the procurement of a statewide PSAP Cybersecurity Gap Analysis
- PEMA introduced the NG911 Service Roadmap Development process and provided education and training on the process.
- PEMA achieved its goal of providing counties a single web portal for managing program requirements, including financial management, planning, inventory, training, and quality assurance/quality improvement.

Priority #3: NG911 Technology

Background: The initial focus of the NG911 project is to upgrade Pennsylvania's infrastructure that delivers 911 calls to the appropriate PSAP. It is anticipated that the NG911 system's features and functionality will continue to expand greatly in the coming years. As a result, it is also anticipated that 911 system stakeholders will be interested in leveraging the statewide ESInet for shared systems, additional public safety applications, and other enhancements to 911 service. Planning and coordination among PEMA, PSAPs, NG911 service providers, and various vendors will be required to manage enhancements

to Pennsylvania's NG911 system. Understanding the impacts (i.e., impact on call processing times, increase in the number of law enforcement evidence requests, impact on training and quality assurance, etc.) of enhancements to the NG911 system will be an important consideration for planning and coordination efforts.

Progress:

- PSAP migrations to the NG911 System were completed in April 2025.
- PEMA is supporting the implementation of an ancillary layer of the ESInet in the Northern Tier, North Central, and portions of the NECORE 911 regions that will allow for network connectivity and sharing of technology and workload.
- PEMA continues to use 15% funds to incentivize regionalized technology and shared workloads.
- PEMA is leading collaboration for state-to-state transferring of 911 calls.

Priority #4: NG911 GIS (Geographic Information Systems)

Background: Geographic Information System (GIS) data plays a pivotal role in NG911 service delivery. Accurate, current, and authoritative GIS data layers, built and maintained by PEMA's county partners, are essential for enabling and sustaining accurate NG911 geospatial call routing. PEMA worked with the Pennsylvania GIS community, including the State Geospatial Coordinating Board, other state agency partners, the County GIS Professionals Association of Pennsylvania, and other county GIS stakeholders to develop the required GIS data layers and processes to support NG911. This work has enabled Pennsylvania to be among the few states utilizing geospatial call routing as part of its initial migration to NG911 service.

The NENA NG911 GIS Data Model Standard (NENA-STA-006.2a-2022)¹², which serves as the NG911 GIS data model standard for Pennsylvania, requires a Site/Structure Address Point (SSAP) layer. However, the NENA standard states that there is currently no requirement for the completeness of SSAP data (see page 31 of the referenced standard.) Within Pennsylvania's statewide SSAP layer, data attribution gaps are present within its sub-addressing fields (e.g., building, floor, unit, room, seat, and additional location information, such as Pediatric Wing or Concourse B, etc.) While the NENA standard identifies these values as "Optional," PEMA's NG911 GIS Data Model and Best Practices Guide classifies these fields as "Strongly Recommended" to encourage counties to focus on populating these layers, as they will likely become required fields in the future. Accomplishing this will necessitate county 911 authorities and GIS data stewards to engage with their local addressing authorities. PEMA recognizes that this will take time and resources to complete.

There are approximately 1,200 local addressing authorities across Pennsylvania who are responsible for issuing addresses to homes, structures, etc. A critical need moving forward is to ensure the addressing authorities are issuing addresses according to NG911 standards and are working with county 911 authorities and GIS resources to identify and populate sub-addressing data, where currently missing, into their local SSAP layers – which will then be reflected in the statewide layer. More complete sub-addressing data will support more accurate 911 call delivery and assist first responders with identifying the location of the caller.

¹² [NENA 01-002](#): NENA Standard for NG9-1-1 GIS Data Model

Progress:

- Collaborated with stakeholders on drafting language for Act 147 of 2024 that established requirements for local addressing authorities.
- Leading multi-state efforts to develop GIS data set requirements that support state-to-state transfers.
- The 911 Advisory Board GIS Working Group began efforts to draft a Pennsylvania NG911 Addressing Guide to assist with education and outreach to local addressing authorities.

Priority #5: Cybersecurity

Background: As Pennsylvania PSAPs increasingly rely on Internet Protocol infrastructure, cybersecurity becomes paramount to secure critical 911 systems and services. While Comtech is responsible for security of the NG911 system being deployed in Pennsylvania, its obligations end at the network demarcation equipment installed at the PSAP. Due to the ever-evolving threat landscape, it is necessary to ensure all PSAPs maintain a robust cybersecurity framework.

Progress:

- PEMA issued an ITQ for the procurement of a statewide PSAP Cybersecurity Gap Analysis to assist with the update of minimum cybersecurity requirements, drafting best practices, and assessing a PSAPs cybersecurity posture.

Priority #6: Operations

Background: Pennsylvania's telecommunicators work around the clock as first responders to keep us safe and are responsible for performing multiple tasks, such as providing life-saving instructions to callers, coordinating resources for an incident response, and ensuring the safety of first responders in the field. Today, a critical issue facing PSAPs across the country is decreasing personnel levels to support 911 operations.

As NG911 is implemented across the nation and additional forms of communication are introduced to the 911 system, Pennsylvania PSAPs will need to rethink their organizational structures, hiring practices, training regimens, and policies. This is to ensure that they can triage a significant increase in data generated by citizens and a plethora of communications systems to determine what data is actionable and then identify the appropriate response. Common feedback received by PEMA is that it will take a variety of strategies in areas such as funding, technology, public recognition, and operations and engagement from a variety of stakeholders for counties to address current and future personnel needs.

Progress:

- Adopted updated minimum Training, Certification, and Quality Assurance and Quality Improvement requirements that introduced training requirements for telecommunicator mental health and wellness.
- Continued participation in 988 Advisory Board and 911/988 Working Group to promote continued relationship development between 911 and Regional Crisis Centers.

Priority #7: NG911 Public Education and Outreach

Background: The migration to NG911 will result in a multitude of technological and operational changes. It is critical to a successful NG911 implementation that stakeholders understand NG911, why the transition is necessary, its impact, and benefits. Of equal importance, the public will need to be aware of (and know how to use) new capabilities associated with NG911 service. Additionally, Pennsylvania's upgrade to NG911 will hopefully generate interest in careers in the public safety communication field.

Progress:

- Completed the initial round of a statewide telecommunicator awareness campaign and solicited stakeholder feedback for a second round of the campaign.
- To help with staff retention, PEMA launched the "[Pennsylvania Loves 911 Operators](#)" webpage that allows the public to recognize and thank 911 telecommunicators for the role they provide in the emergency response system.

APPENDIX A – PSAP Expenditures by Cost Type

911 Costs - 911 Surcharge Funded	2024	2023	Difference	% Change
Call Handling Equipment (CHE)	\$11,507,884	\$9,010,981	\$2,496,903	27.71%
Computer Aided Dispatch (CAD)	\$15,157,872	\$16,401,283	(\$1,243,411)	-7.58%
Connectivity/Infrastructure	\$13,891,508	\$18,300,493	(\$4,408,985)	-24.09%
Contracted Services	\$5,112,738	\$5,015,542	\$97,196	1.94%
Facilities	\$11,637,626	\$12,570,765	(\$933,139)	-7.42%
GIS/Mapping	\$2,273,395	\$1,973,790	\$299,605	15.18%
Mass Notification System	\$148,006	\$238,377	(\$90,371)	-37.91%
Mental Health Wellness	\$2,960	\$0	\$2,960	--
Office Operations	\$2,495,057	\$2,607,416	(\$112,359)	-4.31%
Personnel	\$243,434,208	\$221,666,418	\$21,767,790	9.82%
Public Education	\$32,038	\$40,651	(\$8,614)	-21.19%
Radio Systems	\$29,867,367	\$25,929,388	\$3,937,979	15.19%
Voice/Data Recorder	\$2,022,843	\$1,445,907	\$576,936	39.90%
911 Surcharge Funded Total	\$337,583,501	\$315,201,010	\$22,382,491	7.10%
911 Costs - Other Funding				
	2024	2023	Difference	% Change
Call Handling Equipment (CHE)	\$1,434,632	\$1,886,793	(\$452,161)	-23.96%
Computer Aided Dispatch (CAD)	\$5,386,016	\$5,742,965	(\$356,949)	-6.22%
Connectivity/Infrastructure	\$10,373,828	\$5,173,225	\$5,200,603	100.53%
Contracted Services	\$2,038,717	\$4,359,239	(\$2,320,522)	-53.23%
Facilities	\$10,344,858	\$6,676,389	\$3,668,470	54.95%
GIS/Mapping	\$76,691	\$98,694	(\$22,003)	-22.29%
Mass Notification System	\$25,542	\$41,587	(\$16,045)	-38.58%
Mental Health Wellness	\$14,053	\$0	\$14,053	--
Office Operations	\$4,034,604	\$14,090,428	(\$10,055,824)	-71.37%
Personnel	\$25,894,579	\$35,513,939	(\$9,619,360)	-27.09%
Public Education	\$21,391	\$19,947	\$1,444	7.24%
Radio Systems	\$34,795,657	\$32,101,430	\$2,694,227	8.39%
Voice/Data Recorder	\$1,281,243	\$426,578	\$854,665	200.35%
Other Funding Sources Total	\$95,721,811	\$106,131,214	(\$10,409,403)	-9.81%
Grand Total	\$433,305,312	\$421,332,225	\$11,973,087	2.84%

APPENDIX B – 2024 Revenue Allocation by PSAP

PSAP	2024 Formula Payments	2024 Statewide Interconnectivity Payments	2024 Statewide Interconnectivity Grant Awards	2024 Total Revenue & Grant Awards	Percentage of Funding
Adams	\$2,555,314	\$46,969	\$25,000	\$2,627,284	0.71%
Allegheny	\$26,350,216	\$3,171,032	\$3,781,527	\$33,302,776	8.95%
Armstrong	\$1,761,872	\$251,509	\$204,350	\$2,217,730	0.60%
Beaver	\$3,913,104	\$165,457	\$67,832	\$4,146,393	1.11%
Bedford	\$1,443,143	\$336,734	\$2,360,382	\$4,140,258	1.11%
Berks	\$9,314,401	\$238,259	\$45,000	\$9,597,660	2.58%
Blair	\$2,969,106	\$658,237	\$1,682,506	\$5,309,849	1.43%
Bradford	\$1,727,674	\$408,146	\$404,318	\$2,540,138	0.68%
Bucks	\$14,209,341	\$156,862	\$55,000	\$14,421,203	3.88%
Butler	\$4,396,600	\$219,187	\$127,924	\$4,743,711	1.28%
Cambria	\$3,243,871	\$129,976	\$134,253	\$3,508,100	0.94%
Cameron	\$431,456	\$29,430	\$24,915	\$485,801	0.13%
Carbon	\$1,745,060	\$156,072	\$2,006,167	\$3,907,299	1.05%
Centre	\$3,825,577	\$591,501	\$357,949	\$4,775,026	1.28%
Chester	\$12,455,320	\$264,528	\$45,000	\$12,764,849	3.43%
Clarion	\$1,370,627	\$114,892	\$73,208	\$1,558,727	0.42%
Clearfield	\$2,130,708	\$68,539	\$20,833	\$2,220,080	0.60%
Clinton	\$1,364,208	\$47,036	\$20,833	\$1,432,078	0.39%
Columbia	\$1,742,171	\$1,538,965	\$1,040,913	\$4,322,048	1.16%
Crawford	\$2,212,420	\$96,278	\$93,600	\$2,402,298	0.65%
Cumberland	\$6,235,883	\$90,289	\$45,000	\$6,371,172	1.71%
Dauphin	\$6,574,538	\$1,527,815	\$1,026,055	\$9,128,408	2.45%
Delaware	\$13,792,766	\$244,063	\$331,063	\$14,367,892	3.86%
Elk	\$1,257,799	\$1,436,638	\$803,667	\$3,498,104	0.94%
Erie	\$6,101,880	\$122,444	\$63,030	\$6,287,353	1.69%
Fayette	\$3,136,413	\$310,700	\$456,293	\$3,903,406	1.05%
Forest	\$493,509	\$0	\$0	\$493,509	0.13%
Franklin	\$3,674,269	\$44,020	\$35,000	\$3,753,289	1.01%
Fulton	\$653,651	\$204,257	\$543,390	\$1,401,297	0.38%
Greene	\$1,136,619	\$12,179	\$69,898	\$1,218,696	0.33%
Huntingdon	\$1,356,883	\$381,561	\$1,701,283	\$3,439,726	0.92%
Indiana	\$2,677,318	\$143,505	\$158,400	\$2,979,223	0.80%
Jefferson	\$1,390,027	\$78,271	\$61,611	\$1,529,909	0.41%
Juniata	\$1,074,579	\$170,963	\$233,162	\$1,478,704	0.40%
Lackawanna	\$5,007,895	\$497,353	\$214,545	\$5,719,793	1.54%
Lancaster	\$11,901,149	\$90,294	\$55,000	\$12,046,444	3.24%
Lawrence	\$2,193,345	\$106,575	\$94,732	\$2,394,652	0.64%
Lebanon	\$3,402,560	\$311,385	\$369,963	\$4,083,908	1.10%
Lehigh	\$7,973,052	\$737,282	\$715,562	\$9,425,896	2.53%
Luzerne	\$7,161,160	\$319,949	\$170,518	\$7,651,627	2.06%

PSAP	2024 Formula Payments	2024 Statewide Interconnectivity Payments	2024 Statewide Interconnectivity Grant Awards	2024 Total Revenue & Grant Awards	Percentage of Funding
Lycoming	\$3,057,135	\$51,542	\$525,531	\$3,634,208	0.98%
McKean	\$1,470,103	\$46,181	\$20,833	\$1,537,117	0.41%
Mercer	\$2,721,618	\$240,265	\$99,269	\$3,061,152	0.82%
Mifflin	\$1,452,070	\$49,642	\$142,908	\$1,644,619	0.44%
Monroe	\$4,486,730	\$4,266,295	\$4,080,902	\$12,833,927	3.45%
Montgomery	\$18,262,595	\$188,282	\$55,000	\$18,505,877	4.98%
Montour	\$717,469	\$0	\$15,000	\$732,469	0.20%
Northampton	\$8,186,855	\$1,972,190	\$2,530,704	\$12,689,749	3.41%
Northumberland	\$2,296,903	\$91,839	\$444,197	\$2,832,939	0.76%
Perry	\$1,339,084	\$189,599	\$531,600	\$2,060,284	0.55%
Philadelphia	\$38,047,746	\$513,082	\$70,000	\$38,630,828	10.39%
Pike	\$1,678,040	\$156,435	\$104,096	\$1,938,571	0.52%
Potter	\$899,242	\$150,135	\$146,832	\$1,196,209	0.32%
Schuylkill	\$4,318,379	\$159,558	\$161,428	\$4,639,364	1.25%
Snyder	\$1,197,939	\$0	\$2,496,171	\$3,694,110	0.99%
Somerset	\$1,998,785	\$107,062	\$117,321	\$2,223,168	0.60%
Sullivan	\$599,227	\$22,748	\$157,632	\$779,608	0.21%
Susquehanna	\$1,394,680	\$213,460	\$255,653	\$1,863,792	0.50%
Tioga	\$1,698,579	\$104,094	\$20,833	\$1,823,506	0.49%
Union	\$1,281,225	\$672,474	\$20,000	\$1,973,699	0.53%
Venango	\$1,459,249	\$709,007	\$842,310	\$3,010,565	0.81%
Warren	\$1,240,110	\$33,888	\$20,833	\$1,294,832	0.35%
Washington	\$4,789,389	\$100,890	\$46,970	\$4,937,250	1.33%
Wayne	\$1,571,024	\$237,741	\$37,993	\$1,846,758	0.50%
Westmoreland	\$8,478,590	\$211,592	\$125,580	\$8,815,762	2.37%
Wyoming	\$1,401,680	\$241,449	\$494,562	\$2,137,692	0.57%
York	\$9,824,074	\$102,993	\$45,000	\$9,972,066	2.68%
TOTAL	\$312,226,003	\$26,351,593	\$33,328,837	\$371,906,433	100.00%

APPENDIX C – 2024 PSAP Revenue and Expenditures

Calendar Year 2024	Adams	Allegheny	Armstrong	Beaver
Beginning Balance - January 1, 2023	\$0	\$0	\$0	\$1,220,116
Interest Earned	\$785	\$43,749	\$7,687	\$67,976
Formula Funds	\$2,555,314	\$26,350,216	\$1,761,872	\$3,913,104
Statewide Interconnectivity	\$46,969	\$3,171,032	\$251,509	\$165,457
Total 911 Revenue	\$2,603,069	\$29,564,998	\$2,021,068	\$5,366,653
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$0	\$883,038	\$9,384	\$11,485
Computer Aided Dispatch (CAD)	\$0	\$240,061	\$52,963	\$246,985
Connectivity/Infrastructure	\$21,969	\$1,950,905	\$235,247	\$282,112
Contracted Services	\$0	\$0	\$0	\$46,771
Facilities	\$0	\$0	\$388,086	\$83,747
GIS/Mapping	\$25,000	\$97,029	\$22,175	\$35,000
Mass Notification System	\$0	\$0	\$6,936	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$0	\$1,956	\$51,660
Personnel	\$2,164,756	\$26,393,966	\$1,244,584	\$2,804,628
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$391,343	\$0	\$59,737	\$579,492
Voice/Data Recorder	\$0	\$0	\$0	\$85,826
Total 911 Funded Expenditures	\$2,603,069	\$29,564,998	\$2,021,068	\$4,227,705
911 Surcharge Balance Before Reserves	\$0	\$0	\$0	\$1,138,948
Total Allocations to Reserves	\$0	\$0	\$0	\$1,138,948
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$95,737	\$21,665	\$0	\$0
Computer Aided Dispatch (CAD)	\$192,832	\$1,451,152	\$22,952	\$0
Connectivity/Infrastructure	\$166,527	\$4,504,899	\$155,907	\$0
Contracted Services	\$48,545	\$35,465	\$0	\$0
Facilities	\$513,212	\$1,349,894	\$804,267	\$118,536
GIS/Mapping	\$2,188	\$0	\$1,050	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$10,302	\$78,021	\$5,522	\$0
Personnel	\$15,305	\$3,323,809	\$75,907	\$513,383
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$1,828,982	\$5,293,175	\$1,160,662	\$1,374
Voice/Data Recorder	\$0	\$63,588	\$18,895	\$0
Total 911 Costs Funded by Other Funding Sources	\$2,873,629	\$16,121,669	\$2,245,161	\$633,293
Grand Total	\$5,476,698	\$45,686,666	\$4,266,229	\$4,860,997
Other Income Amount	\$19,207	\$5,078,888	\$5,683	\$2,100

Calendar Year 2024	Bedford	Berks	Blair	Bradford
Beginning Balance - January 1, 2023	\$121,162	\$0	\$0	\$0
Interest Earned	\$61,752	\$58,482	\$6,684	\$0
Formula Funds	\$1,443,143	\$9,314,401	\$2,969,106	\$1,727,674
Statewide Interconnectivity	\$336,734	\$238,259	\$658,237	\$408,146
Total 911 Revenue	\$1,962,790	\$9,611,142	\$3,634,027	\$2,135,820
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$107,249	\$132,358	\$24,947	\$152,663
Computer Aided Dispatch (CAD)	\$70,141	\$0	\$172,111	\$199,863
Connectivity/Infrastructure	\$155,454	\$87,063	\$556,238	\$257,050
Contracted Services	\$10,378	\$0	\$30,164	\$71,587
Facilities	\$171,760	\$175,084	\$81,950	\$98,391
GIS/Mapping	\$22,516	\$45,000	\$25,000	\$34,970
Mass Notification System	\$0	\$0	\$20,000	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$8,673	\$3,559	\$18,816	\$7,788
Personnel	\$636,918	\$7,538,630	\$2,044,467	\$645,302
Public Education	\$0	\$0	\$0	\$57
Radio Systems	\$374,448	\$1,606,794	\$0	\$656,984
Voice/Data Recorder	\$7,995	\$22,655	\$8,294	\$11,165
Total 911 Funded Expenditures	\$1,565,530	\$9,611,142	\$2,981,987	\$2,135,820
911 Surcharge Balance Before Reserves	\$397,260	\$0	\$652,040	\$0
Total Allocations to Reserves	\$397,260	\$0	\$652,040	\$0
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$189,649	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$440,125	\$0	\$0
Connectivity/Infrastructure	\$0	\$78,139	\$0	\$0
Contracted Services	\$0	\$0	\$0	\$0
Facilities	\$0	\$522,072	\$0	\$0
GIS/Mapping	\$0	\$2,662	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$842,600	\$0	\$258
Personnel	\$0	\$40,975	\$0	\$212,753
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$0	\$4,583,362	\$0	\$1,290,406
Voice/Data Recorder	\$0	\$0	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$0	\$6,699,584	\$0	\$1,503,417
Grand Total	\$1,565,530	\$16,310,726	\$2,981,987	\$3,639,237
Other Income Amount	\$0	\$4,084,716	\$18,520	\$1,478,866

Calendar Year 2024	Bucks	Butler	Cambria	Cameron
Beginning Balance - January 1, 2023	\$0	\$0	\$0	\$112,321
Interest Earned	\$112,112	\$13,884	\$7,449	\$84
Formula Funds	\$14,209,341	\$4,396,600	\$3,243,871	\$431,456
Statewide Interconnectivity	\$156,862	\$219,187	\$129,976	\$29,430
Total 911 Revenue	\$14,478,314	\$4,629,670	\$3,381,296	\$573,291
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$36,225	\$19,332	\$17,913	\$0
Computer Aided Dispatch (CAD)	\$761,145	\$151,837	\$117,059	\$0
Connectivity/Infrastructure	\$261,255	\$77,214	\$73,522	\$36,020
Contracted Services	\$0	\$23,958	\$98,408	\$95,157
Facilities	\$127,323	\$419,584	\$144,284	\$12,726
GIS/Mapping	\$48,611	\$16,899	\$70,535	\$15,499
Mass Notification System	\$0	\$13,053	\$11,003	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$16,372	\$11,639	\$47,045	\$11,263
Personnel	\$13,191,538	\$2,800,870	\$2,614,891	\$74,591
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$4,676	\$965,088	\$40,524	\$39,146
Voice/Data Recorder	\$31,169	\$13,209	\$10,458	\$0
Total 911 Funded Expenditures	\$14,478,314	\$4,512,683	\$3,245,642	\$284,402
911 Surcharge Balance Before Reserves	\$0	\$116,987	\$135,654	\$288,889
Total Allocations to Reserves	\$0	\$116,987	\$135,654	\$288,889
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$23,052	\$0	\$0	\$0
Computer Aided Dispatch (CAD)	\$24,954	\$2,500	\$19,680	\$0
Connectivity/Infrastructure	\$484,987	\$0	\$0	\$0
Contracted Services	\$0	\$0	\$0	\$0
Facilities	\$468,006	\$500	\$18	\$0
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$9,053	\$0	\$0	\$0
Office Operations	\$153,274	\$121,622	\$0	\$0
Personnel	\$980,221	\$98	\$0	\$0
Public Education	\$2,096	\$0	\$0	\$0
Radio Systems	\$91,251	-\$13	\$0	\$0
Voice/Data Recorder	\$0	\$0	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$2,236,894	\$124,707	\$19,698	\$0
Grand Total	\$16,715,209	\$4,637,390	\$3,265,339	\$284,402
Other Income Amount	\$5,525	\$14,769	\$19,936	\$3

Calendar Year 2024	Carbon	Centre	Chester	Clarion
Beginning Balance - January 1, 2023	\$0	\$836,386	\$0	\$1,268,894
Interest Earned	\$16,516	\$37,874	\$0	\$52,561
Formula Funds	\$1,745,060	\$3,825,577	\$12,455,320	\$1,370,627
Statewide Interconnectivity	\$156,072	\$591,501	\$264,528	\$114,892
Total 911 Revenue	\$1,917,648	\$5,291,338	\$12,719,849	\$2,806,973
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$69,973	\$421,858	\$125,513	\$143
Computer Aided Dispatch (CAD)	\$107,142	\$153,810	\$217,175	\$0
Connectivity/Infrastructure	\$122,972	\$150,027	\$788,543	\$181,268
Contracted Services	\$4,055	\$91,558	\$0	\$13,500
Facilities	\$94,209	\$258,826	\$1,070,262	\$40,580
GIS/Mapping	\$17,385	\$20,953	\$0	\$20,833
Mass Notification System	\$0	\$12,725	\$5,030	\$7,085
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$2,867	\$27,923	\$14,395	\$78,511
Personnel	\$1,110,736	\$2,508,096	\$8,518,786	\$887,759
Public Education	\$0	\$1,361	\$0	\$0
Radio Systems	\$348,678	\$563,796	\$1,980,145	\$191,080
Voice/Data Recorder	\$39,631	\$0	\$0	\$0
Total 911 Funded Expenditures	\$1,917,648	\$4,210,933	\$12,719,849	\$1,420,759
911 Surcharge Balance Before Reserves	\$0	\$1,080,405	\$0	\$1,386,214
Total Allocations to Reserves	\$0	\$1,080,405	\$0	\$1,386,214
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$0	\$671,822	\$0
Computer Aided Dispatch (CAD)	\$0	\$0	\$465,491	\$0
Connectivity/Infrastructure	\$1,986	\$65,928	\$1,572,609	\$0
Contracted Services	\$42,351	\$3,300	\$609,908	\$0
Facilities	\$11,846	\$210,318	\$1,102,193	\$0
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$14,351	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$5,957	\$1,504	\$1,407,047	\$0
Personnel	\$9,858	\$86,242	\$116,875	\$0
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$28,094	\$324,713	\$2,067,566	\$0
Voice/Data Recorder	\$0	\$0	\$479,862	\$0
Total 911 Costs Funded by Other Funding Sources	\$100,092	\$692,006	\$8,507,726	\$0
Grand Total	\$2,017,740	\$4,902,938	\$21,227,574	\$1,420,759
Other Income Amount	\$171,431	\$1,570,544	\$266,026	\$70,857

Calendar Year 2024	Clearfield	Clinton	Columbia	Crawford
Beginning Balance - January 1, 2023	\$580,566	\$259,020	\$700,450	\$832,936
Interest Earned	\$381	\$22,657	\$61,214	\$1,124
Formula Funds	\$2,130,708	\$1,364,208	\$1,742,171	\$2,212,420
Statewide Interconnectivity	\$68,539	\$47,036	\$1,538,965	\$96,278
Total 911 Revenue	\$2,780,194	\$1,692,921	\$4,042,799	\$3,142,758
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$1,903	\$2,384	\$862,295	\$17,126
Computer Aided Dispatch (CAD)	\$19,550	\$5,578	\$477,683	\$1,917
Connectivity/Infrastructure	\$96,306	\$55,709	\$143,031	\$252,027
Contracted Services	\$23,000	\$2,940	\$37,103	\$124,038
Facilities	\$64,839	\$45,893	\$16,340	\$127,813
GIS/Mapping	\$61,316	\$20,833	\$72,944	\$20,833
Mass Notification System	\$400	\$238	\$0	\$4,750
Mental Health Wellness	\$0	\$0	\$0	\$2,400
Office Operations	\$14,482	\$29,421	\$8,947	\$33,294
Personnel	\$1,316,477	\$1,118,932	\$982,325	\$1,647,760
Public Education	\$0	\$40	\$157	\$0
Radio Systems	\$156,882	\$64,283	\$406,738	\$34,032
Voice/Data Recorder	\$810	\$0	\$39,403	\$0
Total 911 Funded Expenditures	\$1,755,966	\$1,346,249	\$3,046,967	\$2,265,989
911 Surcharge Balance Before Reserves	\$1,024,228	\$346,672	\$995,833	\$876,769
Total Allocations to Reserves	\$1,024,228	\$346,672	\$995,833	\$876,769
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$0	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$0	\$0	\$0
Connectivity/Infrastructure	\$0	\$0	\$4	\$0
Contracted Services	\$0	\$0	\$0	\$0
Facilities	\$0	\$0	\$16	\$21,580
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$0	\$1,353	\$0
Personnel	\$414,183	\$0	\$0	\$16,981
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$0	\$0	\$0	\$195,847
Voice/Data Recorder	\$0	\$0	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$414,183	\$0	\$1,373	\$234,408
Grand Total	\$2,170,148	\$1,346,249	\$3,048,340	\$2,500,397
Other Income Amount	\$112	\$0	\$1,438	\$54,285

Calendar Year 2024	Cumberland	Dauphin	Delaware	Elk
Beginning Balance - January 1, 2023	\$0	\$0	\$0	\$0
Interest Earned	\$15,925	\$83,927	\$493,041	\$15,007
Formula Funds	\$6,235,883	\$6,574,538	\$13,792,766	\$1,257,799
Statewide Interconnectivity	\$90,289	\$1,527,815	\$244,063	\$1,436,638
Total 911 Revenue	\$6,342,097	\$8,186,280	\$14,529,870	\$2,709,444
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$137,447	\$466,225	\$208,034	\$241,385
Computer Aided Dispatch (CAD)	\$307,742	\$10,800	\$615,370	\$439,371
Connectivity/Infrastructure	\$407,942	\$21,726	\$139,490	\$200,527
Contracted Services	\$1,738	\$0	\$0	\$157,161
Facilities	\$209,211	\$0	\$0	\$148,003
GIS/Mapping	\$100,035	\$45,000	\$21,187	\$32,045
Mass Notification System	\$0	\$0	\$0	\$2,541
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$255,988	\$0	\$0	\$25,706
Personnel	\$4,670,632	\$6,658,465	\$13,545,790	\$719,103
Public Education	\$6,254	\$0	\$0	\$535
Radio Systems	\$182,195	\$803,938	\$0	\$10,536
Voice/Data Recorder	\$62,912	\$180,127	\$0	\$504,916
Total 911 Funded Expenditures	\$6,342,097	\$8,186,280	\$14,529,870	\$2,481,828
911 Surcharge Balance Before Reserves	\$0	\$0	\$0	\$227,615
Total Allocations to Reserves	\$0	\$0	\$0	\$227,615
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$12,758	\$137,831	\$0
Computer Aided Dispatch (CAD)	\$0	\$532,861	\$16,990	\$0
Connectivity/Infrastructure	\$0	\$623,159	\$235,494	\$0
Contracted Services	\$265,174	\$0	\$642,258	\$0
Facilities	\$174	\$258,587	\$511,193	\$0
GIS/Mapping	\$0	\$7,260	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$12,362	\$125,825	\$53,756	\$0
Personnel	\$1,068,938	\$443,159	\$16,410	\$0
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$1,263,949	\$759,517	\$101,262	\$0
Voice/Data Recorder	\$0	\$147,000	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$2,610,597	\$2,910,126	\$1,715,195	\$0
Grand Total	\$8,952,694	\$11,096,407	\$16,245,065	\$2,481,828
Other Income Amount	\$217,210	\$0	\$0	\$87,657

Calendar Year 2024	Erie	Fayette	Forest	Franklin
Beginning Balance - January 1, 2023	\$1,855,810	\$0	\$724,605	\$0
Interest Earned	\$0	\$17,088	\$1,280	\$0
Formula Funds	\$6,101,880	\$3,136,413	\$493,509	\$3,674,269
Statewide Interconnectivity	\$122,444	\$310,700	\$0	\$44,020
Total 911 Revenue	\$8,080,134	\$3,464,201	\$1,219,395	\$3,718,289
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$3,695	\$2,632	\$0	\$47,753
Computer Aided Dispatch (CAD)	\$0	\$161,931	\$0	\$79,999
Connectivity/Infrastructure	\$347,598	\$78,291	\$990	\$186,542
Contracted Services	\$1,283	\$0	\$96,373	\$8,730
Facilities	\$431,927	\$175,639	\$2,972	\$220,924
GIS/Mapping	\$45,000	\$35,000	\$12,950	\$38,190
Mass Notification System	\$0	\$0	\$490	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$856,668	\$4,498	\$308	\$23,841
Personnel	\$4,779,017	\$2,651,242	\$27,872	\$2,297,793
Public Education	\$0	\$0	\$0	\$409
Radio Systems	\$1,614,945	\$334,469	\$22,740	\$814,108
Voice/Data Recorder	\$0	\$20,500	\$0	\$0
Total 911 Funded Expenditures	\$8,080,134	\$3,464,201	\$164,694	\$3,718,289
911 Surcharge Balance Before Reserves	\$0	\$0	\$1,054,701	\$0
Total Allocations to Reserves	\$0	\$0	\$1,054,701	\$0
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$1,636	\$0	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$140,443	\$0	\$0
Connectivity/Infrastructure	\$0	\$58,672	\$0	\$6,978
Contracted Services	\$0	\$0	\$0	\$0
Facilities	\$6,143	\$313,183	\$0	\$0
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$83,789	\$17,371	\$0	\$406,808
Personnel	\$1,480,161	\$15,086	\$0	\$112,804
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$0	\$1,452,771	\$0	\$0
Voice/Data Recorder	\$0	\$21,115	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$1,571,728	\$2,018,641	\$0	\$526,589
Grand Total	\$9,651,862	\$5,482,842	\$164,694	\$4,244,878
Other Income Amount	\$78,243	\$0	\$0	\$0

Calendar Year 2024	Fulton	Greene	Huntingdon	Indiana
Beginning Balance - January 1, 2023	\$0	\$0	\$74,527	\$318,872
Interest Earned	\$7,410	\$9,112	\$1,419	\$9,072
Formula Funds	\$653,651	\$1,136,619	\$1,356,883	\$2,677,318
Statewide Interconnectivity	\$204,257	\$12,179	\$381,561	\$143,505
Total 911 Revenue	\$865,318	\$1,157,910	\$1,814,389	\$3,148,767
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$15,643	\$0	\$88,112	\$911
Computer Aided Dispatch (CAD)	\$64,724	\$35,895	\$132,597	\$154,818
Connectivity/Infrastructure	\$135,047	\$117,461	\$194,613	\$106,351
Contracted Services	\$15,221	\$0	\$728,962	\$0
Facilities	\$28,881	\$15,567	\$151,757	\$293,573
GIS/Mapping	\$15,000	\$1,377	\$20,833	\$15,369
Mass Notification System	\$0	\$0	\$0	\$8,758
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$673	\$2,495	\$1,329	\$19,054
Personnel	\$347,454	\$758,662	\$31,321	\$1,418,964
Public Education	\$0	\$1,780	\$0	\$0
Radio Systems	\$101,654	\$11,703	\$162,849	\$921,414
Voice/Data Recorder	\$1,572	\$3,852	\$0	\$20,500
Total 911 Funded Expenditures	\$725,869	\$948,792	\$1,512,372	\$2,959,712
911 Surcharge Balance Before Reserves	\$139,449	\$209,118	\$302,017	\$189,055
Total Allocations to Reserves	\$139,449	\$209,118	\$302,017	\$189,055
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$0	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$0	\$0	\$0
Connectivity/Infrastructure	\$0	\$0	\$0	\$342,172
Contracted Services	\$0	\$0	\$0	\$71,367
Facilities	\$0	\$0	\$0	\$8,166
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$0	\$0	\$122,967
Personnel	\$0	\$0	\$0	\$0
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$0	\$0	\$0	\$1,004,784
Voice/Data Recorder	\$0	\$0	\$0	\$11,835
Total 911 Costs Funded by Other Funding Sources	\$0	\$0	\$0	\$1,561,290
Grand Total	\$725,869	\$948,792	\$1,512,372	\$4,521,002
Other Income Amount	\$0	\$0	\$2,876	\$46,860

Calendar Year 2024	Jefferson	Juniata	Lackawanna	Lancaster
Beginning Balance - January 1, 2023	\$901,283	\$447,826	\$0	\$5,439,385
Interest Earned	\$45,254	\$2,735	\$28,352	\$242,797
Formula Funds	\$1,390,027	\$1,074,579	\$5,007,895	\$11,901,149
Statewide Interconnectivity	\$78,271	\$170,963	\$497,353	\$90,294
Total 911 Revenue	\$2,414,835	\$1,696,103	\$5,533,600	\$17,673,626
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$2,940	\$48,729	\$130,227	\$350,644
Computer Aided Dispatch (CAD)	\$61,239	\$97,431	\$152,519	\$201,229
Connectivity/Infrastructure	\$58,174	\$41,061	\$241,105	\$412,089
Contracted Services	\$5,725	\$0	\$73,200	\$115,089
Facilities	\$68,063	\$86,435	\$375,335	\$1,052,429
GIS/Mapping	\$20,941	\$36,957	\$66,645	\$47,721
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$17,165	\$133,499	\$37,255	\$36,046
Personnel	\$927,570	\$925,541	\$3,651,783	\$6,506,129
Public Education	\$0	\$2,631	\$0	\$0
Radio Systems	\$19,344	\$61,890	\$610,983	\$975,653
Voice/Data Recorder	\$9,350	\$9,635	\$194,548	\$87,818
Total 911 Funded Expenditures	\$1,190,512	\$1,443,808	\$5,533,600	\$9,784,846
911 Surcharge Balance Before Reserves	\$1,224,323	\$252,295	\$0	\$7,888,780
Total Allocations to Reserves	\$1,224,323	\$252,295	\$0	\$7,888,780
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$0	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$23,307	\$0	\$0
Connectivity/Infrastructure	\$0	\$0	\$0	\$0
Contracted Services	\$0	\$0	\$0	\$0
Facilities	\$0	\$0	\$46,360	\$0
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$0	\$0	\$61,924
Personnel	\$0	\$0	\$233,740	\$1,364,523
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$0	\$0	\$0	\$5,595,022
Voice/Data Recorder	\$0	\$0	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$0	\$23,307	\$280,100	\$7,021,469
Grand Total	\$1,190,512	\$1,467,115	\$5,813,700	\$16,806,315
Other Income Amount	\$0	\$5,300	\$0	\$131,307

Calendar Year 2024	Lawrence	Lebanon	Lehigh	Luzerne
Beginning Balance - January 1, 2023	\$27,275	\$0	\$1,440,857	\$3,138,578
Interest Earned	\$0	\$69,587	\$372,962	\$47,515
Formula Funds	\$2,193,345	\$3,402,560	\$7,973,052	\$7,161,160
Statewide Interconnectivity	\$106,575	\$311,385	\$737,282	\$319,949
Total 911 Revenue	\$2,327,194	\$3,783,532	\$10,524,153	\$10,667,202
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$1,550	\$233,777	\$225,422	\$295,441
Computer Aided Dispatch (CAD)	\$25,025	\$14,527	\$418,553	\$355,515
Connectivity/Infrastructure	\$97,669	\$136,586	\$421,445	\$358,173
Contracted Services	\$30,200	\$7,470	\$939,707	\$114,912
Facilities	\$309,071	\$232,796	\$73,756	\$248,943
GIS/Mapping	\$26,282	\$25,912	\$40,773	\$3,675
Mass Notification System	\$8,202	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$30,672	\$230	\$2,367	\$144,632
Personnel	\$1,348,567	\$3,129,117	\$6,523,663	\$5,887,799
Public Education	\$776	\$0	\$250	\$14,389
Radio Systems	\$442,512	\$0	\$437,449	\$47,281
Voice/Data Recorder	\$6,669	\$3,117	\$0	\$18,773
Total 911 Funded Expenditures	\$2,327,194	\$3,783,532	\$9,083,385	\$7,489,531
911 Surcharge Balance Before Reserves	\$0	\$0	\$1,440,768	\$3,177,670
Total Allocations to Reserves	\$0	\$0	\$1,440,768	\$3,177,670
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$124,424	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$356,775	\$0	\$0
Connectivity/Infrastructure	\$0	\$25,648	\$0	\$0
Contracted Services	\$0	\$4,100	\$0	\$15,098
Facilities	\$0	\$410,931	\$0	\$2,329
GIS/Mapping	\$0	\$6,518	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$122,579	\$0	\$0
Personnel	\$36,854	\$20,366	\$0	\$0
Public Education	\$0	\$2,655	\$0	\$0
Radio Systems	\$0	\$48,700	\$0	\$0
Voice/Data Recorder	\$0	\$6,421	\$0	\$412,849
Total 911 Costs Funded by Other Funding Sources	\$36,854	\$1,129,116	\$0	\$430,276
Grand Total	\$2,364,049	\$4,912,648	\$9,083,385	\$7,919,807
Other Income Amount	\$0	\$0	\$0	\$0

Calendar Year 2024	Lycoming	McKean	Mercer	Mifflin
Beginning Balance - January 1, 2023	\$0	\$313,013	\$1,966,745	\$5,329
Interest Earned	\$27,318	\$8,348	\$36,670	\$8,311
Formula Funds	\$3,057,135	\$1,470,103	\$2,721,618	\$1,452,070
Statewide Interconnectivity	\$51,542	\$46,181	\$240,265	\$49,642
Total 911 Revenue	\$3,135,995	\$1,837,645	\$4,965,298	\$1,515,352
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$2,024	\$20,714	\$131,725	\$9,473
Computer Aided Dispatch (CAD)	\$21,483	\$13,010	\$125,475	\$711,659
Connectivity/Infrastructure	\$133,510	\$33,003	\$152,226	\$304,508
Contracted Services	\$69,050	\$24,360	\$824	\$75,097
Facilities	\$121,503	\$99,098	\$76,108	\$37,631
GIS/Mapping	\$25,000	\$34,439	\$71,320	\$67,583
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$31,261	\$1,533	\$5,309	\$103,208
Personnel	\$1,714,362	\$879,566	\$1,979,465	\$8,713
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$933,083	\$9,756	\$42,091	\$0
Voice/Data Recorder	\$84,719	\$3,248	\$12,825	\$0
Total 911 Funded Expenditures	\$3,135,995	\$1,118,727	\$2,597,368	\$1,317,871
911 Surcharge Balance Before Reserves	\$0	\$718,918	\$2,367,930	\$197,481
Total Allocations to Reserves	\$0	\$718,918	\$2,367,930	\$197,481
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$0	\$0	\$0
Computer Aided Dispatch (CAD)	\$226,072	\$0	\$0	\$0
Connectivity/Infrastructure	\$0	\$0	\$0	\$0
Contracted Services	\$193	\$0	\$0	\$0
Facilities	\$8,340	\$0	\$0	\$0
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$94	\$0	\$0	\$0
Personnel	\$180,516	\$0	\$0	\$0
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$0	\$0	\$0	\$0
Voice/Data Recorder	\$0	\$0	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$415,214	\$0	\$0	\$0
Grand Total	\$3,551,210	\$1,118,727	\$2,597,368	\$1,317,871
Other Income Amount	\$133,795	\$36	\$0	\$0

Calendar Year 2024	Monroe	Montgomery	Montour	Northampton
Beginning Balance - January 1, 2023	\$0	\$0	\$9,426	\$0
Interest Earned	\$7,876	\$159,902	\$31,105	\$74,727
Formula Funds	\$4,486,730	\$18,262,595	\$717,469	\$8,186,855
Statewide Interconnectivity	\$4,266,295	\$188,282	\$0	\$1,972,190
Total 911 Revenue	\$8,760,901	\$18,610,780	\$757,999	\$10,233,772
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$3,641,185	\$229,616	\$245	\$229,438
Computer Aided Dispatch (CAD)	\$29,330	\$1,138,420	\$4,317	\$1,344,353
Connectivity/Infrastructure	\$304,388	\$282,939	\$10,414	\$327,620
Contracted Services	\$0	\$0	\$13	\$0
Facilities	\$1,575	\$422,964	\$4,344	\$495,476
GIS/Mapping	\$35,000	\$66,298	\$9,865	\$46,528
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$75,118	\$2,378	\$0
Personnel	\$4,532,863	\$15,572,223	\$261,124	\$6,660,339
Public Education	\$0	\$0	\$42	\$0
Radio Systems	\$0	\$756,300	\$108,120	\$1,130,018
Voice/Data Recorder	\$216,560	\$66,902	\$0	\$0
Total 911 Funded Expenditures	\$8,760,901	\$18,610,780	\$400,861	\$10,233,772
911 Surcharge Balance Before Reserves	\$0	\$0	\$357,138	\$0
Total Allocations to Reserves	\$0	\$0	\$357,138	\$0
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$7,898	\$4,268	\$0	\$17,045
Computer Aided Dispatch (CAD)	\$436,679	\$22,969	\$0	\$29,835
Connectivity/Infrastructure	\$135,673	\$499,331	\$1	\$528,040
Contracted Services	\$163,557	\$0	\$0	\$90,000
Facilities	\$266,895	\$379,533	\$4	\$667,599
GIS/Mapping	\$7,040	\$1,180	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$53,993	\$57,638	\$360	\$35,168
Personnel	\$42,619	\$109,361	\$0	\$40,320
Public Education	\$5,742	\$2,105	\$0	\$4,113
Radio Systems	\$267,659	\$711,420	\$0	\$62,949
Voice/Data Recorder	\$0	\$0	\$0	\$77,128
Total 911 Costs Funded by Other Funding Sources	\$1,387,754	\$1,787,803	\$365	\$1,552,196
Grand Total	\$10,148,655	\$20,398,583	\$401,226	\$11,785,968
Other Income Amount	\$1,548,205	\$0	\$382	\$0

Calendar Year 2024	Northumberland	Perry	Philadelphia	Pike
Beginning Balance - January 1, 2023	\$0	\$335,840	\$0	\$0
Interest Earned	\$27,623	\$2,427	\$2,970,826	\$23,856
Formula Funds	\$2,296,903	\$1,339,084	\$38,047,746	\$1,678,040
Statewide Interconnectivity	\$91,839	\$189,599	\$513,082	\$156,435
Total 911 Revenue	\$2,416,365	\$1,866,950	\$41,531,654	\$1,858,330
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$0	\$48,181	\$1,187,707	\$39,009
Computer Aided Dispatch (CAD)	\$48,146	\$68,815	\$2,879,382	\$55,252
Connectivity/Infrastructure	\$18,693	\$88,220	\$433,807	\$134,769
Contracted Services	\$138,245	\$16,650	\$544,598	\$0
Facilities	\$456,329	\$27,522	\$6,429	\$1,890
GIS/Mapping	\$25,000	\$20,833	\$70,000	\$20,948
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$9,209	\$35,114	\$10,082
Personnel	\$1,405,976	\$740,818	\$29,891,393	\$1,569,623
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$317,220	\$129,361	\$6,483,224	\$26,758
Voice/Data Recorder	\$6,756	\$58,948	\$0	\$0
Total 911 Funded Expenditures	\$2,416,365	\$1,208,557	\$41,531,654	\$1,858,330
911 Surcharge Balance Before Reserves	\$0	\$658,393	\$0	\$0
Total Allocations to Reserves	\$0	\$658,393	\$0	\$0
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$1,410	\$0	\$0	\$0
Computer Aided Dispatch (CAD)	\$21,830	\$0	\$0	\$4,917
Connectivity/Infrastructure	\$16,340	\$0	\$91,187	\$24,038
Contracted Services	\$20,805	\$0	\$0	\$0
Facilities	\$62,381	\$0	\$0	\$18,149
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$192	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$37,580	\$0	\$0	\$1,177
Personnel	\$51,819	\$0	\$12,390,888	\$8,973
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$225,745	\$0	\$0	\$0
Voice/Data Recorder	\$33,287	\$0	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$471,389	\$0	\$12,482,075	\$57,254
Grand Total	\$2,887,754	\$1,208,557	\$54,013,729	\$1,915,584
Other Income Amount	\$66,924	\$0	\$21,060	\$0

Calendar Year 2024	Potter	Schuylkill	Snyder	Somerset
Beginning Balance - January 1, 2023	\$232,675	\$0	\$0	\$0
Interest Earned	\$4,585	\$19,169	\$0	\$759
Formula Funds	\$899,242	\$4,318,379	\$1,197,939	\$1,998,785
Statewide Interconnectivity	\$150,135	\$159,558	\$0	\$107,062
Total 911 Revenue	\$1,286,637	\$4,497,105	\$1,197,939	\$2,106,606
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$31,503	\$93,050	\$4,749	\$1,563
Computer Aided Dispatch (CAD)	\$30,344	\$160,008	\$6,595	\$17,517
Connectivity/Infrastructure	\$136,998	\$635,290	\$26,049	\$70,510
Contracted Services	\$400,937	\$0	\$10,196	\$26,725
Facilities	\$49,786	\$784,478	\$42,949	\$86,069
GIS/Mapping	\$15,000	\$39,650	\$0	\$22,350
Mass Notification System	\$0	\$0	\$0	\$7,627
Mental Health Wellness	\$560	\$0	\$0	\$0
Office Operations	\$7,252	\$12,480	\$6,852	\$13,322
Personnel	\$133,294	\$2,688,161	\$826,124	\$1,087,128
Public Education	\$0	\$0	\$692	\$0
Radio Systems	\$480,963	\$74,167	\$82,899	\$553,405
Voice/Data Recorder	\$0	\$9,821	\$0	\$20,500
Total 911 Funded Expenditures	\$1,286,637	\$4,497,105	\$1,007,105	\$1,906,715
911 Surcharge Balance Before Reserves	\$0	\$0	\$190,833	\$199,891
Total Allocations to Reserves	\$0	\$0	\$190,833	\$199,891
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$64,285	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$67,356	\$0	\$0
Connectivity/Infrastructure	\$0	\$60,782	\$0	\$0
Contracted Services	\$0	\$0	\$0	\$0
Facilities	\$0	\$30,985	\$28,144	\$0
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$2,150	\$0
Office Operations	\$0	\$41,061	\$2,101	\$1,192
Personnel	\$0	\$374,601	\$200	\$0
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$50,842	\$2,154,737	\$0	\$0
Voice/Data Recorder	\$0	\$0	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$50,842	\$2,793,806	\$32,595	\$1,192
Grand Total	\$1,337,479	\$7,290,911	\$1,039,700	\$1,907,907
Other Income Amount	\$0	\$0	\$190,674	\$38,680

Calendar Year 2024	Sullivan	Susquehanna	Tioga	Union
Beginning Balance - January 1, 2023	\$1,258,016	\$0	\$0	\$44,004
Interest Earned	\$64,058	\$11,292	\$22,712	\$48,438
Formula Funds	\$599,227	\$1,394,680	\$1,698,579	\$1,281,225
Statewide Interconnectivity	\$22,748	\$213,460	\$104,094	\$672,474
Total 911 Revenue	\$1,944,050	\$1,619,431	\$1,825,385	\$2,046,141
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$35	\$35,855	\$8,854	\$6,295
Computer Aided Dispatch (CAD)	\$119,498	\$0	\$48,789	\$398,843
Connectivity/Infrastructure	\$30,577	\$148,650	\$245,486	\$187,589
Contracted Services	\$124,341	\$3,750	\$39,440	\$13,515
Facilities	\$74,309	\$0	\$102,335	\$56,933
GIS/Mapping	\$22,960	\$0	\$20,833	\$40,000
Mass Notification System	\$2,786	\$0	\$5,880	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$13,217	\$0	\$27,876	\$9,083
Personnel	\$68,824	\$840,778	\$964,789	\$1,095,095
Public Education	\$0	\$0	\$0	\$917
Radio Systems	\$174,909	\$590,398	\$349,216	\$109,890
Voice/Data Recorder	\$0	\$0	\$11,888	\$89,314
Total 911 Funded Expenditures	\$631,456	\$1,619,431	\$1,825,385	\$2,007,474
911 Surcharge Balance Before Reserves	\$1,312,594	\$0	\$0	\$38,667
Total Allocations to Reserves	\$1,312,594	\$0	\$0	\$38,667
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$19,430	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$176,412	\$0	\$0
Connectivity/Infrastructure	\$0	\$76,423	\$0	\$0
Contracted Services	\$0	\$22,855	\$0	\$0
Facilities	\$0	\$316,108	\$0	\$37,307
GIS/Mapping	\$0	\$225	\$8,942	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$2,850
Office Operations	\$0	\$9,414	\$0	\$2,786
Personnel	\$0	\$13,461	\$0	\$265
Public Education	\$0	\$1,014	\$0	\$0
Radio Systems	\$0	\$388,939	\$104,555	\$0
Voice/Data Recorder	\$0	\$9,263	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$0	\$1,033,544	\$113,497	\$43,207
Grand Total	\$631,456	\$2,652,975	\$1,938,882	\$2,050,681
Other Income Amount	\$1,016	\$0	\$91,775	\$252,754

Calendar Year 2024	Venango	Warren	Washington	Wayne
Beginning Balance - January 1, 2023	\$1,365,788	\$0	\$436,550	\$0
Interest Earned	\$16,572	\$11	\$19,417	\$14,828
Formula Funds	\$1,459,249	\$1,240,110	\$4,789,389	\$1,571,024
Statewide Interconnectivity	\$709,007	\$33,888	\$100,890	\$237,741
Total 911 Revenue	\$3,550,616	\$1,274,010	\$5,346,246	\$1,823,594
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$6,363	\$902	\$102,337	\$194,962
Computer Aided Dispatch (CAD)	\$669,159	\$10,935	\$365,128	\$44,614
Connectivity/Infrastructure	\$55,583	\$125,775	\$120,460	\$88,124
Contracted Services	\$125,204	\$8,353	\$464,862	\$23,258
Facilities	\$27,096	\$108,590	\$315,109	\$157,052
GIS/Mapping	\$20,833	\$20,833	\$94,455	\$46,960
Mass Notification System	\$9,700	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$23,814	\$5,880	\$97,626	\$11,551
Personnel	\$782,068	\$907,393	\$2,940,697	\$1,135,424
Public Education	\$0	\$0	\$0	\$1,747
Radio Systems	\$82,740	\$75,879	\$205,260	\$115,050
Voice/Data Recorder	\$6,830	\$9,470	\$0	\$4,852
Total 911 Funded Expenditures	\$1,809,387	\$1,274,010	\$4,705,935	\$1,823,594
911 Surcharge Balance Before Reserves	\$1,741,228	\$0	\$640,312	\$0
Total Allocations to Reserves	\$1,741,228	\$0	\$640,312	\$0
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$0	\$0	\$0	\$0
Computer Aided Dispatch (CAD)	\$0	\$0	\$0	\$0
Connectivity/Infrastructure	\$0	\$0	\$0	\$0
Contracted Services	\$0	\$0	\$0	\$0
Facilities	\$73,355	\$0	\$0	\$405
GIS/Mapping	\$0	\$0	\$0	\$0
Mass Notification System	\$0	\$0	\$0	\$0
Mental Health Wellness	\$0	\$0	\$0	\$0
Office Operations	\$0	\$0	\$0	\$0
Personnel	\$0	\$111,754	\$0	\$59,660
Public Education	\$0	\$0	\$0	\$0
Radio Systems	\$0	\$0	\$2,036,306	\$87
Voice/Data Recorder	\$0	\$0	\$0	\$0
Total 911 Costs Funded by Other Funding Sources	\$73,355	\$111,754	\$2,036,306	\$60,153
Grand Total	\$1,882,742	\$1,385,763	\$6,742,241	\$1,883,746
Other Income Amount	\$0	\$48,186	\$0	\$0

Calendar Year 2024	Westmoreland	Wyoming	York	TOTAL
Beginning Balance - January 1, 2023	\$0	\$0	\$0	\$26,268,253
Interest Earned	\$5,522	\$64,920	\$0	\$5,706,726
Formula Funds	\$8,478,590	\$1,401,680	\$9,824,074	\$312,226,003
Statewide Interconnectivity	\$211,592	\$241,449	\$102,993	\$26,351,593
Total 911 Revenue	\$8,695,703	\$1,708,050	\$9,927,066	\$370,552,575
911 Surcharge Funded Expenditures				
Call Handling Equipment (CHE)	\$0	\$85,746	\$0	\$11,507,884
Computer Aided Dispatch (CAD)	\$52,027	\$87,352	\$383,119	\$15,157,872
Connectivity/Infrastructure	\$89,897	\$144,107	\$75,507	\$13,891,508
Contracted Services	\$0	\$34,934	\$0	\$5,112,738
Facilities	\$509,369	\$25,705	\$0	\$11,637,626
GIS/Mapping	\$45,000	\$20,000	\$27,486	\$2,273,395
Mass Notification System	\$20,803	\$0	\$0	\$148,006
Mental Health Wellness	\$0	\$0	\$0	\$2,960
Office Operations	\$10,656	\$1,198	\$0	\$2,495,057
Personnel	\$7,015,157	\$1,239,362	\$9,440,955	\$243,434,208
Public Education	\$0	\$0	\$0	\$32,038
Radio Systems	\$935,833	\$61,299	\$0	\$29,867,367
Voice/Data Recorder	\$16,960	\$8,348	\$0	\$2,022,843
Total 911 Funded Expenditures	\$8,695,703	\$1,708,050	\$9,927,066	\$337,583,501
911 Surcharge Balance Before Reserves	\$0	\$0	\$0	\$32,969,074
Total Allocations to Reserves	\$0	\$0	\$0	\$32,969,074
911 Surcharge Balance	\$0	\$0	\$0	\$0
Other Activity (Not Funded by 911 Revenue)				
Call Handling Equipment (CHE)	\$4,214	\$1,080	\$36,428	\$1,434,632
Computer Aided Dispatch (CAD)	\$313,976	\$0	\$395,910	\$5,386,016
Connectivity/Infrastructure	\$224,518	\$3,726	\$390,659	\$10,373,828
Contracted Services	\$0	\$0	\$3,741	\$2,038,717
Facilities	\$771,189	\$160,095	\$844,848	\$10,344,858
GIS/Mapping	\$21,580	\$0	\$18,047	\$76,691
Mass Notification System	\$10,998	\$0	\$0	\$25,542
Mental Health Wellness	\$0	\$0	\$0	\$14,053
Office Operations	\$67,191	\$27,593	\$62,417	\$4,034,604
Personnel	\$1,768,354	\$26,462	\$116,694	\$25,894,579
Public Education	\$0	\$0	\$3,666	\$21,391
Radio Systems	\$371,592	\$161,537	\$1,167,866	\$34,795,657
Voice/Data Recorder	\$0	\$0	\$0	\$1,281,243
Total 911 Costs Funded by Other Funding Sources	\$3,553,613	\$380,492	\$3,040,276	\$95,721,811
Grand Total	\$12,249,316	\$2,088,542	\$12,967,343	\$433,305,312
Other Income Amount	\$0	\$0	\$0	\$15,825,848

APPENDIX D – 2024 Statewide Interconnectivity Awards

County	Project Name	Awards
Adams	Adams NG911 GIS Post Migration	\$25,000.00
	Adams Total	\$25,000.00
Allegheny	Allegheny ILEC Post Migration	\$114,576.00
Allegheny	Allegheny NG911 GIS Post Migration	\$65,000.00
Allegheny	ICORRS - Allegheny Addition	\$992,963.00
Allegheny	WestCORE CHE Maintenance	\$761,832.00
Allegheny	WestCORE ESInet Maintenance	\$1,847,156.00
	Allegheny Total	\$3,781,527.00
Armstrong	Armstrong ILEC Post Migration	\$104,981.33
Armstrong	Armstrong NG911 GIS Post Migration	\$20,833.00
Armstrong	ICORRS Radio Maintenance	\$49,260.54
Armstrong	WestCORE ESInet Maintenance	\$9,999.96
Armstrong	Western PA Multi-PSAP Recorder Maintenance	\$19,275.00
	Armstrong Total	\$204,349.83
Beaver	Beaver ILEC Post Migration	\$27,791.52
Beaver	Beaver NG911 GIS Post Migration	\$35,000.00
Beaver	WestCORE ESInet Maintenance	\$5,040.00
	Beaver Total	\$67,831.52
Bedford	Bedford ILEC Post Migration	\$32,853.96
Bedford	Bedford NG911 GIS Post Migration	\$20,833.00
Bedford	SCM Shared CAD Redundant Server	\$100,000.00
Bedford	South Central Mountain CAD Maintenance	\$65,190.66
Bedford	South Central Mountain CHE Maintenance	\$56,179.04
Bedford	South Central Mountain Cybersecurity Plan	\$35,766.00
Bedford	South Central Mountain ESInet Maintenance	\$102,199.14
Bedford	South Central Mountain New Shared Radio	\$1,947,360.00
	Bedford Total	\$2,360,381.80

County	Project Name	Awards
Berks	Berks NG911 GIS Post Migration	\$45,000.00
	Berks Total	\$45,000.00
Blair	Blair ILEC Post Migration	\$18,546.00
Blair	Blair NG911 GIS Post Migration	\$25,000.00
Blair	South Central Mountain CAD Maintenance	\$86,870.11
Blair	South Central Mountain CHE Maintenance	\$98,876.11
Blair	South Central Mountain Cybersecurity Plan	\$35,766.00
Blair	South Central Mountain ESInet Maintenance	\$118,890.60
Blair	South Central Mountain New Shared Radio	\$1,298,557.60
	Blair Total	\$1,682,506.42
Bradford	Bradford ILEC Post Migration	\$69,582.68
Bradford	Bradford NG911 GIS Post Migration	\$20,833.00
Bradford	NorthCom CAD Maintenance	\$111,047.00
Bradford	NorthCom CHE Maintenance	\$124,173.00
Bradford	NorthCom ESInet Maintenance	\$78,682.00
	Bradford Total	\$404,317.68
Bucks	Bucks NG911 GIS Post Migration	\$55,000.00
	Bucks Total	\$55,000.00
Butler	Butler ILEC Post Migration	\$16,156.32
Butler	Butler NG911 GIS Post Migration	\$35,000.00
Butler	Butler/Lawrence Recorder Maintenance	\$13,209.00
Butler	ICORRS Radio Maintenance	\$49,257.53
Butler	WestCORE ESInet Maintenance	\$14,301.00
	Butler Total	\$127,923.85
Cambria	Cambria ILEC Post Migration	\$21,658.46
Cambria	Cambria NG911 GIS Post Migration	\$35,000.00

County	Project Name	Awards
Cambria	ICORRS Radio Maintenance	\$52,965.33
Cambria	South Central Mountain ESInet Maintenance	\$6,315.00
Cambria	WestCORE ESInet Maintenance	\$18,314.00
	Cambria Total	\$134,252.79
Cameron	Cameron ILEC Post Migration	\$9,914.88
Cameron	Cameron NG911 GIS Post Migration	\$15,000.00
	Cameron Total	\$24,914.88
Carbon	Carbon ILEC Post Migration	\$24,787.00
Carbon	Carbon NG911 GIS Post Migration	\$20,833.00
Carbon	Carbon/Schuylkill New Shared Radio	\$1,922,000.00
Carbon	NECORE ESInet Maintenance	\$38,547.06
	Carbon Total	\$2,006,167.06
Centre	Centre ILEC Post Migration	\$24,712.80
Centre	Centre NG911 GIS Post Migration	\$35,000.00
Centre	South Central Mountain CAD Maintenance	\$123,274.65
Centre	South Central Mountain CHE Maintenance	\$86,067.09
Centre	South Central Mountain Cybersecurity Plan	\$35,766.00
Centre	South Central Mountain ESInet Maintenance	\$53,128.16
	Centre Total	\$357,948.70
Chester	Chester NG911 GIS Post Migration	\$45,000.00
	Chester Total	\$45,000.00
Clarion	Clarion ILEC Post Migration	\$52,375.00
Clarion	Clarion NG911 GIS Post Migration	\$20,833.00
	Clarion Total	\$73,208.00
Clearfield	Clearfield NG911 GIS Post Migration	\$20,833.00
	Clearfield Total	\$20,833.00

County	Project Name	Awards
Clinton	Clinton NG911 GIS Post Migration	\$20,833.00
	Clinton Total	\$20,833.00
Crawford	Crawford ILEC Post Migration	\$72,766.68
Crawford	Crawford NG911 GIS Post Migration	\$20,833.00
	Crawford Total	\$93,599.68
Columbia	Columbia ILEC Post Migration	\$15,760.33
Columbia	Columbia/Montour NG911 GIS Post Migration	\$20,833.00
Columbia	CSR/ECEN/Lycoming Recorder Maintenance	\$76,288.48
Columbia	ECEN-CSR-Northumberland Shared CAD-1	\$22,410.00
Columbia	ECEN/Northumberland Consolidation Study	\$55,233.00
Columbia	North Central CHE Maintenance	\$796,882.37
Columbia	North Central ESInet Maintenance	\$53,505.50
	Columbia Total	\$1,040,912.68
Cumberland	Cumberland NG911 GIS Post Migration	\$45,000.00
	Cumberland Total	\$45,000.00
Dauphin	Dauphin NG911 GIS Post Migration	\$45,000.00
Dauphin	South Central Radio Maintenance	\$571,372.00
Dauphin	South Central Recorder Maintenance	\$409,683.00
	Dauphin Total	\$1,026,055.00
Delaware	Delaware ILEC Post Migration	\$276,063.00
Delaware	Delaware NG911 GIS Post Migration	\$55,000.00
	Delaware Total	\$331,063.00
Elk	Elk NG911 GIS Post Migration	\$20,833.00
Elk	Northern Tier CAD Dual Authentication	\$11,375.00
Elk	Northern Tier CAD Maintenance	\$499,961.87
Elk	Northern Tier CHE Maintenance	\$184,605.57

County	Project Name	Awards
Elk	Northern Tier ESInet Maintenance	\$71,892.00
Elk	Northern Tier Onboard State ESInet	\$15,000.00
	Elk Total	\$803,667.44
Erie	Erie ILEC Post Migration	\$18,029.88
Erie	Erie NG911 GIS Post Migration	\$45,000.00
	Erie Total	\$63,029.88
Fayette	Fayette ILEC Post Migration	\$29,568.00
Fayette	Fayette NG911 GIS Post Migration	\$35,000.00
Fayette	Fayette/Somerset CAD Maintenance	\$272,175.28
Fayette	ICORRS Radio Maintenance	\$49,258.28
Fayette	WestCORE ESInet Maintenance	\$49,176.00
Fayette	Western PA Multi-PSAP Recorder Maintenance	\$21,115.00
	Fayette Total	\$456,292.56
Franklin	Franklin NG911 GIS Post Migration	\$35,000.00
	Franklin Total	\$35,000.00
Fulton	Fulton ILEC Post Migration	\$17,590.56
Fulton	Fulton NG911 GIS Post Migration	\$15,000.00
Fulton	South Central Mountain CAD Maintenance	\$59,770.74
Fulton	South Central Mountain CHE Maintenance	\$43,369.77
Fulton	South Central Mountain Cybersecurity Plan	\$35,766.00
Fulton	South Central Mountain ESInet Maintenance	\$79,892.74
Fulton	South Central Mountain New Shared Radio	\$292,000.00
	Fulton Total	\$543,389.81
Greene	Greene NG911 GIS Post Migration	\$20,833.00
Greene	WestCORE ESInet Maintenance	\$49,064.64
	Greene Total	\$69,897.64

County	Project Name	Awards
Huntingdon	Huntingdon ILEC Post Migration	\$20,733.12
Huntingdon	Huntingdon NG911 GIS Post Migration	\$20,833.00
Huntingdon	South Central Mountain CAD Maintenance	\$62,337.29
Huntingdon	South Central Mountain CHE Maintenance	\$51,864.28
Huntingdon	South Central Mountain Cybersecurity Plan	\$35,766.00
Huntingdon	South Central Mountain ESInet Maintenance	\$120,148.91
Huntingdon	South Central Mountain New Shared Radio	\$1,389,600.00
	Huntingdon Total	\$1,701,282.60
Indiana	ICORRS Radio Maintenance	\$65,743.19
Indiana	Indiana ILEC Post Migration	\$39,620.64
Indiana	Indiana NG911 GIS Post Migration	\$20,833.00
Indiana	WestCORE ESInet Maintenance	\$11,088.00
Indiana	Western PA Multi-PSAP Recorder Maintenance	\$21,115.00
	Indiana Total	\$158,399.83
Jefferson	Jefferson ILEC Post Migration	\$40,777.68
Jefferson	Jefferson NG911 GIS Post Migration	\$20,833.00
	Jefferson Total	\$61,610.68
Juniata	Juniata NG911 GIS Post Migration	\$20,000.00
Juniata	Juniata/Perry CAD Maintenance	\$75,287.69
Juniata	Juniata/Perry CHE Maintenance	\$63,344.42
Juniata	Juniata/Perry Cybersecurity Plan Development	\$35,766.00
Juniata	Juniata/Perry ESInet Maintenance	\$38,763.88
	Juniata Total	\$ 233,161.99
Lackawanna	Lackawanna ILEC Post Migration	\$9,695.42
Lackawanna	Lackawanna NG911 GIS Post Migration	\$45,000.00
Lackawanna	Monroe/Lackawanna Recorder Maintenance	\$8,993.75
Lackawanna	NECORE CHE Maintenance	\$53,436.57
Lackawanna	NECORE ESInet Maintenance	\$97,419.22

County	Project Name	Awards
	Lackawanna Total	\$214,544.96
Lancaster	Lancaster NG911 GIS Post Migration	\$55,000.00
	Lancaster Total	\$55,000.00
Lawrence	Butler/Lawrence Recorder Maintenance	\$11,885.00
Lawrence	ICORRS Radio Maintenance	\$49,257.54
Lawrence	Lawrence NG911 GIS Post Migration	\$25,000.00
Lawrence	WestCORE ESInet Maintenance	\$8,589.60
	Lawrence Total	\$94,732.14
Lebanon	Lebanon ILEC Post Migration	\$8,378.00
Lebanon	Lebanon NG911 GIS Post Migration	\$25,000.00
Lebanon	Lebanon/York CHE Maintenance	\$309,874.81
Lebanon	Lebanon/York ESInet Maintenance	\$26,710.08
	Lebanon Total	\$369,962.89
Lehigh	Lehigh NG911 GIS Post Migration	\$45,000.00
Lehigh	Lehigh Valley CAD Maintenance	\$266,140.12
Lehigh	Lehigh Valley CHE Maintenance	\$213,769.73
Lehigh	Lehigh Valley ESInet Maintenance	\$175,653.87
Lehigh	Lehigh Valley Recorder Maintenance	\$14,998.50
	Lehigh Total	\$715,562.22
Luzerne	Luzerne NG911 GIS Post Migration	\$45,000.00
Luzerne	NECORE CHE Maintenance	\$33,487.98
Luzerne	NECORE ESInet Maintenance	\$92,030.51
	Luzerne Total	\$170,518.49
Lycoming	CSR-Lycoming-Sullivan-Clinton New Radio	\$462,387.00
Lycoming	Lycoming ILEC Post Migration	\$38,143.71
Lycoming	Lycoming NG911 GIS Post Migration	\$25,000.00

County	Project Name	Awards
	Lycoming Total	\$525,530.71
McKean	McKean NG911 GIS Post Migration	\$20,833.00
	McKean Total	\$20,833.00
Mercer	ICORRS Radio Maintenance	\$52,965.33
Mercer	Mercer ILEC Post Migration	\$17,514.16
Mercer	Mercer NG911 GIS Post Migration	\$25,000.00
Mercer	WestCORE ESInet Maintenance	\$3,790.00
	Mercer Total	\$99,269.49
Mifflin	CSR-ECEN-Lycoming-Mifflin Share Recorder	\$117,019.77
Mifflin	Mifflin ILEC Post Migration	\$5,055.17
Mifflin	Mifflin NG911 GIS Post Migration	\$20,833.00
	Mifflin Total	\$142,907.94
Monroe	Carbon/Lackawanna/Monroe New Shared CAD	\$3,372,900.00
Monroe	Monroe Cybersecurity Policy Development	\$326,272.00
Monroe	Monroe ILEC Post Migration	\$32,732.83
Monroe	Monroe NG911 GIS Post Migration	\$35,000.00
Monroe	Monroe/Lackawanna Recorder Maintenance	\$21,585.00
Monroe	NECORE ESInet Maintenance	\$292,412.19
	Monroe Total	\$4,080,902.02
Montour	Columbia/Montour NG911 GIS Post Migration	\$15,000.00
	Montour Total	\$15,000.00
Montgomery	Montgomery NG911 GIS Post Migration	\$55,000.00
	Montgomery Total	\$55,000.00
Northampton	Lehigh Valley CAD Maintenance	\$198,953.35
Northampton	Lehigh Valley CHE Maintenance	\$227,402.74

County	Project Name	Awards
Northampton	Lehigh Valley Cybersecurity Plan Develop	\$422,522.00
Northampton	Lehigh Valley ESInet Maintenance	\$295,213.43
Northampton	Lehigh Valley Recorder Maintenance	\$22,612.00
Northampton	Lehigh Valley Recorder Refresh	\$459,000.00
Northampton	Lehigh Valley Shared Radio Refresh	\$860,000.00
Northampton	Northampton NG911 GIS Post Migration	\$45,000.00
	Northampton Total	\$2,530,703.52
Northumberland	CSR-Lycoming-Sullivan-Clinton New Radio	\$368,162.00
Northumberland	CSR/Northumberland CAD Maintenance	\$51,034.54
Northumberland	Northumberland NG911 GIS Post Migration	\$25,000.00
	Northumberland Total	\$444,196.54
Perry	Juniata/Perry CAD Hardware Refresh	\$226,900.57
Perry	Juniata/Perry CAD Maintenance	\$90,656.50
Perry	Juniata/Perry CHE Maintenance	\$63,344.43
Perry	Juniata/Perry Cybersecurity Plan Development	\$35,766.00
Perry	Juniata/Perry ESInet Maintenance	\$94,099.88
Perry	Perry NG911 GIS Post Migration	\$20,833.00
	Perry Total	\$531,600.38
Philadelphia	Philadelphia NG911 GIS Post Migration	\$70,000.00
	Philadelphia Total	\$70,000.00
Pike	NECORE ESInet Maintenance	\$83,263.23
Pike	Pike NG911 GIS Post Migration	\$20,833.00
	Pike Total	\$104,096.23
Potter	NorthCom CAD Maintenance	\$30,344.00
Potter	NorthCom CHE Maintenance	\$31,503.00
Potter	NorthCom ESInet Maintenance	\$69,985.00
Potter	Potter NG911 GIS Post Migration	\$15,000.00

County	Project Name	Awards
	Potter Total	\$146,832.00
Schuylkill	NECORE ESInet Maintenance	\$83,151.84
Schuylkill	Schuylkill ILEC Post Migration	\$43,275.85
Schuylkill	Schuylkill NG911 GIS Post Migration	\$35,000.00
	Schuylkill Total	\$161,427.69
Snyder	CSR-Lycoming-Sullivan-Clinton New Radio	\$1,989,385.55
Snyder	CSR/Northumberland CAD Maintenance	\$221,723.43
Snyder	ECEN-CSR-Northumberland Shared CAD-2	\$265,061.86
Snyder	Snyder/Union NG911 GIS Post Migration	\$20,000.00
	Snyder Total	\$2,496,170.84
Somerset	ICORRS Radio Maintenance	\$49,258.33
Somerset	Somerset ILEC Post Migration	\$3,696.00
Somerset	Somerset NG911 GIS Post Migration	\$20,833.00
Somerset	South Central Mountain ESInet Maintenance	\$6,000.00
Somerset	WestCORE ESInet Maintenance	\$16,419.00
Somerset	Western PA Multi-PSAP Recorder Maintenance	\$21,115.00
	Somerset Total	\$117,321.33
Sullivan	CSR-Lycoming-Sullivan-Clinton New Radio	\$133,863.50
Sullivan	Sullivan ILEC Post Migration	\$8,768.64
Sullivan	Sullivan NG911 GIS Post Migration	\$15,000.00
	Sullivan Total	\$157,632.14
Susquehanna	NECORE CHE Maintenance	\$3,267.09
Susquehanna	NECORE ESInet Maintenance	\$170,883.78
Susquehanna	Susquehanna ILEC Post Migration	\$60,668.93
Susquehanna	Susquehanna NG911 GIS Post Migration	\$20,833.00
	Susquehanna Total	\$255,652.80

County	Project Name	Awards
Tioga	Tioga NG911 GIS Post Migration	\$20,833.00
	Tioga Total	\$20,833.00
Union	Columbia/Montour NG911 GIS Post Migration	\$20,000.00
	Union Total	\$20,000.00
Venango	Venango NG911 GIS Post Migration	\$20,833.00
Venango	WestCORE ESInet Maintenance	\$10,801.00
Venango	Western PA RCAD Maintenance	\$810,675.50
	Venango Total	\$842,309.50
Warren	Warren NG911 GIS Post Migration	\$20,833.00
	Warren Total	\$20,833.00
Washington	Washington NG911 GIS Post Migration	\$35,000.00
Washington	WestCORE ESInet Maintenance	\$11,970.00
	Washington Total	\$46,970.00
Wayne	NECORE CHE Maintenance	\$2,649.60
Wayne	NECORE ESInet Maintenance	\$14,510.28
Wayne	Wayne NG911 GIS Post Migration	\$20,833.00
	Wayne Total	\$37,992.88
Westmoreland	ICORRS Radio Maintenance	\$49,257.57
Westmoreland	WestCORE ESInet Maintenance	\$6,934.56
Westmoreland	Western PA Multi-PSAP Recorder Maintenance	\$24,388.25
Westmoreland	Westmoreland NG911 GIS Post Migration	\$45,000.00
	Westmoreland Total	\$125,580.38
Wyoming	Bradford/Wyoming New Shared Recorder	\$251,090.00
Wyoming	NorthCom CAD Maintenance	\$87,352.00
Wyoming	NorthCom CHE Maintenance	\$83,159.00

County	Project Name	Awards
Wyoming	NorthCom ESInet Maintenance	\$48,131.40
Wyoming	Wyoming ILEC Post Migration	\$4,830.00
Wyoming	Wyoming NG911 GIS Post Migration	\$20,000.00
	Wyoming Total	\$494,562.40
York	York NG911 GIS Post Migration	\$45,000.00
	York Total	\$45,000.00
	Grand Total	\$33,328,836.81

APPENDIX E – 2024 Call Volume

COUNTY	Wireless	Text	Wireline	VOIP	Unknown	Total 911 Calls	Total Inbound 10 Digit Calls	Total Calls
Adams	23,660	63	3,023	3,410	94	30,250	50,443	80,693
Allegheny	662,371	3,012	156,622	80,856	7,957	910,818	131,741	1,042,559
Armstrong	18,629	70	672	2,986	77	22,434	25,786	48,220
Beaver	56,607	184	2,133	6,607	966	66,497	126,831	193,328
Bedford	9,759	41	1,465	1,824	38	13,127	43,051	56,178
Berks	142,982	508	8,062	18,594	486	170,632	224,784	395,416
Blair	43,118	145	3,684	6,927	165	54,039	82,848	136,887
Bradford	12,278	68	2,372	2,344	47	17,109	48,482	65,591
Bucks	187,665	641	13,582	20,966	2,528	225,382	598,134	823,516
Butler	61,904	137	5,437	11,650	283	79,411	37,500	116,911
Cambria	38,437	134	3,801	7,544	681	50,597	125,364	175,961
Carbon	24,744	250	2,163	1,927	317	29,401	89,150	118,551
Centre	29,574	111	3,090	4,841	108	37,724	93,002	130,726
Chester	142,844	496	13,361	18,143	281	175,125	102,543	277,668
Clarion / Forest *	11,471	55	2,081	561	355	14,523	13,276	27,799
Clearfield	19,142	63	2,053	5,124	74	26,456	42,661	69,117
Clinton	12,112	70	811	246	158	13,397	48,891	62,288
Columbia / Montour *	28,963	229	2,746	561	265	32,764	72,753	105,517
Crawford	20,984	73	2,007	3,403	88	26,555	42,184	68,739
Cumberland	70,744	245	6,698	9,960	863	88,510	216,599	305,109
Dauphin	133,569	716	7,885	15,650	2,724	160,544	196,702	357,246
Delaware	345,052	5,032	74,205	1,566	4,211	430,066	301,635	731,701
Elk / Cameron *	7,280	110	2,948	812	54	11,204	14,728	25,932
Erie	109,783	548	7,232	16,450	418	134,431	27,273	161,704
Fayette	51,125	168	4,019	5,482	0	60,794	39,780	100,574
Franklin	35,280	147	7,508	6,137	1,032	50,104	62,651	112,755
Fulton	4,480	12	499	132	20	5,143	9,420	14,563

COUNTY	Wireless	Text	Wireline	VOIP	Unknown	Total 911 Calls	Total Inbound 10 Digit Calls	Total Calls
Greene	13,769	55	4,339	1,838	55	20,056	14,683	34,739
Huntingdon	7,946	30	1,185	1,490	50	10,701	26,203	36,904
Indiana	18,933	65	1,823	3,108	83	24,012	32,277	56,289
Jefferson	9,670	78	1,717	1,725	41	13,231	5,616	18,847
Juniata	4,053	25	951	476	19	5,524	12,340	17,864
Lackawanna	89,297	480	9,719	5,447	0	104,943	145,030	249,973
Lancaster	157,134	1,987	3,305	16,115	584	179,125	231,957	411,082
Lawrence	27,721	402	1,464	4,278	82	33,947	64,683	98,630
Lebanon	41,358	119	1,476	6,668	137	49,758	108,638	158,396
Lehigh	132,710	2,975	5,698	14,750	2,333	158,466	325,800	484,266
Luzerne	165,400	648	30,731	11,915	2,772	211,466	177,319	388,785
Lycoming	42,824	0	3,565	933	684	48,006	85,545	133,551
McKean	10,766	41	1,039	2,175	46	14,067	26,125	40,192
Mercer	36,434	123	1,491	3,845	113	42,006	72,917	114,923
Mifflin	11,186	66	958	1,653	52	13,915	28,337	42,252
Monroe	67,092	277	4,539	3,935	0	75,843	121,172	197,015
Montgomery	302,771	5,739	20,326	39,096	14,492	382,424	428,470	810,894
Northampton	96,590	335	7,702	10,171	0	114,798	302,197	416,995
Northumberland	22,190	228	1,464	2,671	64	26,617	60,871	87,488
Perry	8,891	77	1,444	669	42	11,123	29,519	40,642
Philadelphia	1,888,332	29,219	261,872	121,076	20,862	2,321,361	340,339	2,661,700
Pike	33,093	162	2,138	4,076	0	39,469	31,605	71,074
Potter	3,601	0	522	715	14	4,852	0	4,852
Schuylkill	45,394	0	2,965	7,234	210	55,803	142,259	198,062
Snyder / Union *	23,191	60	3,577	3,561	103	30,492	56,822	87,314
Somerset	16,510	279	2,419	3,526	65	22,799	24,730	47,529
Sullivan	1,833	0	561	75	26	2,495	2,096	4,591
Susquehanna	9,479	36	1,606	196	125	11,442	35,117	46,559
Tioga	11,387	901	1,972	1,763	56	16,079	18,285	34,364
Venango	13,809	27	3,155	2,380	46	19,417	46,301	65,718

COUNTY	Wireless	Text	Wireline	VOIP	Unknown	Total 911 Calls	Total Inbound 10 Digit Calls	Total Calls
Warren / Forest *	10,041	30	1,323	1,301	38	12,733	20,420	33,153
Washington	87,654	1,056	5,634	11,343	278	105,965	83,477	189,442
Wayne	11,956	55	5,341	1,841	222	19,415	49,031	68,446
Westmoreland	129,511	296	10,781	7,562	1,084	149,234	257,987	407,221
Wyoming	6,301	37	1,004	894	20	8,256	18,937	27,193
York	188,004	625	8,293	20,825	629	218,376	96,678	315,054
Total	6,051,388	59,861	758,258	576,029	69,717	7,515,253	6,391,995	13,907,248

Notes:

- **Cameron County:** Cameron County contracts 911 services with Elk County. Call Volume for Cameron County is included in the Elk County Total.
- **Columbia County:** Montour County has consolidated 911 operations with Columbia County. Call volume for Montour County is included in the Columbia County total.
- **Forest County:** Forest County 911 calls are routed to either Warren or Clarion Counties. Warren and Clarion call volume metrics include calls answered and dispatched for Forest County.
- **Snyder County:** Union County has consolidated 911 operations with Snyder County. Call volume for Union County is included in the Snyder County total.