

2023

Pennsylvania 911 Program
APPENDIX C
ELIGIBILITY FACTORS LIST
2023 Guidance



pennsylvania
EMERGENCY MANAGEMENT AGENCY

Appendix C: 2023 Eligibility Factors List

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

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

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

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

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

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

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

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

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

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

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

Using the 2023 Eligibility Factors List:

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

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

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