

**BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE
FOLLOWING COSTS ARE 911 FUND
ELIGIBLE (as approved by the North Carolina 911 Board on
2/08/2008):**

***IF YOU HAVE QUESTIONS ABOUT EXPENDITURES NOT
LISTED, PLEASE CONTACT THE 911
BOARD STAFF***

ELIGIBLE 9-1-1 FEE EXPENDITURES

Revised April 11, 2008
Revised September 26, 2008
Revised November 20, 2009
Revised September 24, 2010
Revised January 27, 2012
Revised August 24, 2012
Revised March 22, 2013
Revised June 19, 2015
Revised June 24, 2016
Revised September 22, 2017

Revised May 9, 2008
Revised November 21, 2008
Revised September 10, 2010
Revised February 25, 2011
Revised February 24, 2012
Revised October 26, 2012
Revised January 24, 2014
Revised May 20, 2016
Revised March 31, 2017
Revised June 19, 2018

Phone Systems:

911 trunks and one administrative line per answering position in a primary PSAP.

For the one administrative line per answering position in a primary PSAP, the features of caller identification (call ID), three-way calling, call forwarding, multi-line hunt and the cost of long distance charges necessary for reestablishing contact with a 911 caller. Funding for each administrative line will not exceed \$75.00 unless prior approval is received from 911 Board Staff. (January 24, 2014); (June 19, 2015)

Telephones sets used to answer 911 calls, including CPE equipment, headsets, monitors, keyboards, mouse and servers used exclusively for telephone sets; when servers host both 911 eligible and ineligible applications, only the percentage of the cost of the server representing the 911 eligible use is allowable.

PSAP A911 expenses shall not be eligible for reimbursement if contracted after the effective date of this policy. A911 reimbursements from the 911 Fund will not be reduced or increased, during the term of a contract for A911 service provided that such contract was made prior to 1 July 2017 and ends on or before the date ESInet services are made available to the PSAP. A911 services provided on a month-to-month basis for purposes of continuity of service as a PSAP migrates to the ESInet may be eligible for reimbursement upon request of the PSAP subject to the approval of the Executive Director for a period (not to exceed six months) following the end date of the A911 contract. (September 22, 2017)

The procurement of hosted CPE must be purchased through the contract between AT&T and the North Carolina 911 Board or a PSAP will only be reimbursed at an amount not to exceed the cost of the Board contracted CPE if purchased outside of the contract. This contract offers Viper CPE from West or Vesta CPE from Airbus. Selecting either CPE through the state contract means the PSAP will no longer be invoiced for CPE and the cost will be paid directly by the 911 Board. (September 22, 2017)

~~Call Detail Record Printer or Call Detail Recorder (CDR) which automatically captures incoming 911 telephone call data. This is not a CAD printer. (Moved to "Hardware" September 10, 2010)~~

TDD/TTY (Telecommunications Device for the Deaf/Telephone Typewriter).
Automatic Call Distributions Systems (ACD) whether facilities based, or premise based.

Interpretive Services (e.g. Language Line or Omni Lingual) Interpretive services are available at no cost to PSAPs through a Statewide contract provided by the 911 Board. For services no provided by the 911 Board contract, the maximum allowable expense is capped at \$0.75 per minute. (May 20, 2016)

Service provider selective routing and ALL provisioning charges.

Data connection for the sole purpose of collecting call information for analysis. If connection is shared with non-eligible 911 devices, then only a percentage of the eligible 911 cost is eligible. (August 24, 2012)

Fiber (point-to-point connection) Agency shall seek a quote for any fiber connections from the North Carolina Dept. of Information Technology before seeking a quote from a private vendor. Justification and approval from the 911 Board must be provided if a private vendor is utilized rather than NC DIT. (June 24, 2016)

Furniture:

Cabinets, tables, or desks that hold eligible 911 equipment; Telecommunicator Chairs--cap \$1,800.00. (September 10, 2010) (June 19, 2018)

Overflow Position Funding

Overflow position definition:

An operational telecommunicator position located within the primary PSAP that: i) is not staffed with full time telecommunicators on a 24-hour basis, ii) that is staffed on demand when events or call volumes require staffing in addition to the normal full time equivalent telecommunicator positions, and iii) an overflow position is fully functional within the PSAP operations.

Funding overflow positions are permitted in a manner consistent with applicable laws, the Board's Rules, and the eligible expense list as follows:

- 1) A Primary PSAP may seek and receive funding for at least one overflow position.
- 2) Overflow positions may be funded based upon full time employees (FTE) telecommunicator positions in the Primary PSAP pursuant to the following formula and illustration:
 - a. $(\text{FTE Telecommunicator position}) \times (4.3 \text{ FTE/position}) \times (1/4) =$
(overflow positions, rounded)
 - b. Illustration: For a Primary PSAP with 10 FTE Telecommunicator Positions, $(10) \times (4.3) \times (1/4) = 10.75$, rounding up yields one overflow position.

- 3) Overflow positions may be funded for Primary PSAP operations when the Primary PSAP has sufficient physical facilities for those positions.
- 4) For Primary PSAPs operating “A” and “B” call delivery, an overflow position may be physically located at either the “A” or “B” location. (March 31,2017)
(A sample matrix is attached to the last page)

Software:

Computer Aided Dispatch (CAD) system modules that are part of the call taking process only. Some CAD systems will include many additional modules that are not a part of the 911 process and are not eligible.

Geographic Information Systems (GIS) software that are used to create and display the base map showing street centerlines.

GIS layers developed specifically for 911 addressing functions (February 25,2011)

~~Photo Imagery used for maintaining mapping systems such as Ortho or Oblique images. Either imagery solution is acceptable but only one is permissible in a four-year cycle.—(deleted January 27, 2012)~~

Voice logging recorder software.

Management Information System (MIS) software for 911 phone systems. (after November 20, 2009)

Time synchronization device software. (after November 20, 2009)

Law enforcement, fire and medical call taking protocols including software & flip-cards.

Quality assurance software used for the training program of law enforcement, fire and medical call taking protocols.

ALL database software.

Software licensing costs.

Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible. (September 10, 2010)

Console Audio Box (CAB) software. (September 10, 2010)

Paging software including licensing costs to interface or integrate with CAD (to send call from CAD to first responder pager or mobile phone), or a PSAP's licensing cost to establish a web-based paging function in substitution for paging through CAD; but excluding costs for use of such software or functions by first responders. (September 10, 2010; October 26, 2012)

Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch). (September 10, 2010)

Automated digital voice dispatching software. (February 25, 2011)

Message switch software that allows for voiceless dispatch, status updates, and mobile to Computer Aided Dispatch (CAD) messaging. This will include CAD licensing costs for mobile computer terminals, smartphones and tablets. Some message switch software may include many additional modules, i.e. access to records management systems (RMS, Firehouse), access to local, state and national databases (warrants, DCI, NCIC), jail management systems (JMS), that are not a part of the 911 process and are not eligible. (January 24, 2014)

Hardware:

Servers used exclusively for Telephone, CAD, voice logging recorder, GIS, paging, Console/Alias Database Management, Radio Console Network Switching, and Radio Console software systems, including monitor, keyboard, and mouse. (September 10, 2010)

When servers host both 911 eligible and ineligible applications, only the percentage of the cost of the server representing the 911 eligible use is allowable.

Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems, including monitor, keyboard, mouse, microphones, speakers, headset jacks, footswitches, and console audio box (CAB). When Funding for computer work stations without monitors will not exceed \$1,700.00, and such work stations will not be subject to a percentage allocation. ~~Funding for computer workstations without monitors exceeding \$1,000 and that are used for 911 eligible and ineligible applications will be eligible for the percentage of the cost of the work station representing the 911 eligible use.~~ (September 10, 2010; June 19, 2015) (May 20,2016)

Time synchronization devices (e.g. Spectracom Net Clock). (after November 20, 2009)

Uninterrupted Power Supply (UPS) for 911 only related equipment. If a UPS serves more than 911 equipment, then only a percentage of the total cost that serves 911 equipment is allowable.

Emergency Power Generator that serves the 911 center. If a generator serves more than the 911 center, then only a percentage of the total cost that serves the 911 center is allowable.

Eligible dispatch equipment must meet the requirements of SL 2010-158, as codified in § 143-1406(d)(1)d. (September 10, 2010)

Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch

Consoles (i.e.: CEB, IMC, NSS). (September 10, 2010)

Fax Modem (for rip & run). (September 10, 2010)

Printers (CAD, CDR, Reports, etc.). (September 10, 2010)

Radio Console Ethernet Switch. (September 10, 2010)

Radio Console Access Router. (September 10, 2010)

Back Up Storage Equipment for 911 Data Base Systems. (September 10, 2010)

Mobile Message Switch. (September 10, 2010)

Paging Interface with Computer Aided Dispatch (CAD) system. (September 10, 2010)

Alpha / Numeric Pager Tone Generator. (September 10, 2010)

Radio Consolette (~~portable~~ or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation). (September 10, 2010) (February 25, 2011)

Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System (GPS) Data Collection and Documentation Standards established by the North Carolina Geographic Information Coordinating Council. (August 24, 2012)

~~Activity Monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center. Deleted June 19, 2015 and replaced with the following language:~~

All monitors used within the PSAP for call taking of 911 calls as defined in N.C.G.S. § 143-1400(7). Funding for an individual monitor will not exceed \$1,500 unless prior approval is received from 911 Board Staff. (March 22, 2013; June 19, 2015)

Training:

911 funding is allowed for individual class registration for maintenance and operation of the 911 system and specific 911 intake and related call taking training, managing of a PSAP and supervising PSAP staff. (September 24, 2010) Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates.

Out of state training will be considered permissible if the class is not offered in North Carolina six months prior to, or six months after the scheduled out of state class.

Supporting functions (implemental functions):

- The costs for maintenance, database provisioning, and addressing functions implemental to receiving and utilizing voice and data at the appropriate PSAP and the maintenance of dispatch equipment located exclusively within a building where a PSAP is located. Any PSAP must provide adequate documentation: upon request indicating the appropriate statutory authority supporting the cost of providing those functions
- for in-house functions by invoicing or chargeback as consistent with accounting practices (a sample invoice is available from 911 Board staff),
- that the rate provided has been compared with third party vendors for reasonableness,
- If the rate is higher than comparable costs, the PSAP must provide additional documentation justifying the higher charge, and
- that the work is performed by qualified personnel.
- (September 10, 2010; June 19, 2015)

Hosted (Shared) Services:

PSAPs may desire to replace or substitute eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software. Hosting service expenses may be eligible for 911 Funding upon review and approval by the 911 Board, or by Staff if so delegated by the Board. (January 27, 2012)

Sample Overflow Position Matrix

Telecommunicator Positions (Seats)	FTE ratio	Overflow ratio	A*B*C	Overflow positions
1	4.3	25.00%	1.1	1
2	4.3	25.00%	2.2	1
3	4.3	25.00%	3.2	1
4	4.3	25.00%	4.3	1
5	4.3	25.00%	5.4	1
6	4.3	25.00%	6.5	1
7	4.3	25.00%	7.5	1
8	4.3	25.00%	8.6	1
9	4.3	25.00%	9.7	1
10	4.3	25.00%	10.8	1
11	4.3	25.00%	11.8	1
12	4.3	25.00%	12.9	1
13	4.3	25.00%	14	1
14	4.3	25.00%	15.1	1
15	4.3	25.00%	16.1	1
16	4.3	25.00%	17.2	1
17	4.3	25.00%	18.3	1
18	4.3	25.00%	19.4	1
19	4.3	25.00%	20.4	1
20	4.3	25.00%	21.5	2
21	4.3	25.00%	22.6	2
22	4.3	25.00%	23.7	2
23	4.3	25.00%	24.7	2
24	4.3	25.00%	25.8	2
25	4.3	25.00%	26.9	2
26	4.3	25.00%	28.0	2
27	4.3	25.00%	29.0	2
28	4.3	25.00%	30.1	2
29	4.3	25.00%	31.2	2
30	4.3	25.00%	32.3	2
31	4.3	25.00%	33.3	2
32	4.3	25.00%	34.4	2
33	4.3	25.00%	35.5	2
34	4.3	25.00%	36.6	3
35	4.3	25.00%	37.6	3

36	4.3	25.00%	38.7	3
37	4.3	25.00%	39.8	3
38	4.3	25.00%	40.9	3
39	4.3	25.00%	41.9	3
40	4.3	25.00%	43.0	3