

**BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR DISALLOWABLE (as approved by the ETSC on 6/21/2005):**

**ALLOWABLE WIRELESS and WIRELINE  
9-1-1 SURCHARGE EXPENDITURES**

**Personnel Costs** directly attributable to the delivery of 9-1-1 service (i.e.; directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries	MSAG Coordination	Uniforms
Fringe Benefits	Addressing/Database	EAP

**Note:** If 9-1-1 staff serves dual functions (i.e.; a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 9-1-1 functions should be allowable.

**Facility Costs** of the dispatch center directly attributable to the delivery of 9-1-1 service:

- Capital improvements for construction, remodeling, or expansion of dispatch center
- Electrical/Heat/AC/Water
- Fire Suppression System
- Cleaning, Maintenance, Trash Removal
- Telephone
- Generator/UPS and Grounding
- Insurance
- Office Supplies
- Printing and copying
- Furniture

**Note:** If a shared facility, only those portions of facility costs attributable to the 9-1-1 functions should be allowable.

**Training and Memberships** directly related to 9-1-1 service:

- On the job training
- Vendor provided training
- Conferences
- Travel and lodging as necessary
- Membership in associations (APCO, NENA, etc.)

**THE BELOW DISALLOWABLE EXPENSES ARE MEANT TO SERVE AS EXAMPLES ONLY - PLEASE REFER TO THE ETSC APPEALS PROCESS FOR QUESTIONS.**

**Personnel Costs** of law enforcement, fire, and EMS responders, emergency management staff, shared support or technical staff, except for portions of time directly functioning as 9-1-1 allowable staff.

**Facility Costs** of law enforcement, fire, EMS, emergency management, or other municipal facilities, except for that portion housing the 9-1-1 center or back up center, or leased to the 9-1-1 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 9-1-1 (i.e.; a conference room used primarily for the City Council but occasionally leased/loaned to the 9-1-1 center for meetings).

**Training** for staff not involved directly in the delivery of 9-1-1 service, or for any staff for courses not directly attributable to 9-1-1 or dispatching services.

**Memberships** for staff not involved directly in the delivery of 9-1-1 service, or for associations with a primary purpose other than public safety communications (i.e., sheriff's associations, police or fire chief associations, etc.)

**ALLOWABLE WIRELESS and WIRELINE  
9-1-1 SURCHARGE EXPENDITURES**

**Hardware, software, connectivity and peripherals**  
directly attributable to the delivery of 9-1-1 service:

Customer Premise Equipment  
Remote CPE Hardware/Modems  
Computer-Aided Dispatch  
Radio system (consoles, infrastructure, field  
equipment)  
LEIN costs for dispatch purposes  
Paging System, pagers and related costs  
Voice logging equipment  
Mobile Data Systems  
GIS/Mapping Systems/AVL Systems  
Alarms/Security Systems  
Connectivity for any of the above  
Maintenance and service agreements of above  
Software licensing of the above  
Associated database costs

**Vehicle costs (staff vehicle, pool car, mileage  
reimbursement, fuel, etc.)** directly attributable to the  
delivery of 9-1-1 service:

Travel for meetings, training, conferences  
Travel for MSAG verification and testing  
Travel for 9-1-1 Public Education purposes

**Professional Services**

Attorneys      Consultants      Insurance  
Architects      Auditor

**Public Information/Education Expenses** directly  
attributable to the delivery of 9-1-1 service.

**Miscellaneous:**

**DISALLOWED WIRELESS and WIRELINE  
9-1-1 SURCHARGE EXPENDITURES**

**Hardware, software, connectivity and peripherals**  
not attributable to the delivery of 9-1-1 service:

Law Enforcement Record Management Systems  
Fire Records Management Systems  
EMS Records Management Systems  
Jail Records Management Systems  
LEIN costs for non-9-1-1 functions (e.g., Records unit)  
Word processing, databases, etc. not directly  
attributable to 9-1-1 service  
GIS not directly related to the delivery of 9-1-1 service  
Court Information Systems  
Connectivity for any of the above  
Maintenance and service agreements for any of the  
above  
Software licensing for any of the above

**Vehicle costs (fleet vehicle, pool car, mileage  
reimbursement, etc.)** for law enforcement, fire, or  
EMS responders, such as patrol cars, fire apparatus,  
ambulances, etc.

**Professional Services** not directly attributable to the  
delivery of 9-1-1 service.

**Public Information** not directly attributable to the  
delivery of 9-1-1 service.

**Miscellaneous:**

Road Signs/Addressing Implements