

How States Like Massachusetts Use Their 911 Funds

The following pages contain information about the six large states that are closest in population rank to Massachusetts: Georgia, North Carolina, Virginia (all somewhat larger) and Indiana, Washington and Tennessee (all somewhat smaller). These were surveyed to understand what similar states do in funding and operating their E911 systems.

At the top of each sheet, a state's demographics are compared to Massachusetts (population is from the 2002 Census, number of PSAP's is from conversations with 911 officials in each state, and number of phone lines is based on Dec 31, 2001 statistics submitted by each phone company to the FCC).

Each E911 wireline program is presented based on information gathered from web pages and phone conversations with state and/or local PSAP officials. Contact names and phone numbers, as well as web page links, are listed so additional information may be easily obtained or checked. A link to state 911 legislation is also provided. Attachments show additional detailed information about the allowable expenses for 911 in some of these and other states.

Summary Funding Chart

State	Census 2000 Pop.	Number of PSAP's	Wireline Monthly Charge (ave.)	Wireline Total Revenues (yearly estimate)	Wireless Monthly Charge (ave.)	Wireless Total Revenues (yearly estimate)
Georgia	8,186,453	200+	\$1.50	50 million	\$1.00	40 million
North Carolina	8,049,313	250+	\$0.80	40 million	\$0.80	30 million
Virginia	7,078,515	200+	\$1.70	82 million	\$0.75	25 million
Massachusetts	6,349,097	275+	unknown	7 million	\$0.30	10 million
Indiana	6,080,485	150+	\$1.25	45 million	\$0.65	15 million
Washington	5,894,121	87+	\$0.70	25 million	\$0.70	23 million
Tennessee	5,689,283	150+	\$1.25	35 million	\$1.00	21 million

(most yearly revenue estimates are from conversations with 911 officials in each state)

911 Funds Approved Expenses Chart

State	Telco Network, DB, CPE	PSAP Personnel	PSAP Facilities	PSAP CAD and Technology	Dispatcher Training	PSAP Supplies
Georgia	Yes	Yes	Yes	Yes	Yes	Yes
North Carolina	Yes	No	some	Yes	Yes	Yes
Virginia	Yes	Yes	Yes	Yes	Yes	Yes
Massachusetts						
Indiana	Yes	Yes	No	Yes	Yes	Yes
Washington	Yes	Yes	Yes	Yes	Yes	Yes
Tennessee	Yes	Yes	Yes	Yes	Yes	Yes

WORKING DRAFT

GEORGIA Population: 8,186,453 Est. # PSAP's: 200+ # Phone Lines: 5,323,926
(compare: Mass. Population: 6,349,097 Est. # PSAP's: 275+ # Phone Lines: 4,600,678)

A. Wireline E911 Program:

1. Monthly Access Charge: \$1.50/mo. on every line (no sliding scale, a few exemptions). Funds are collected by telephone companies and remitted directly to local jurisdictions (mostly counties).

Size of state wireline funding program: estimated at well over \$50,000,000 wireline

2. Funds pay for: Phone company recurring and non-recurring costs (all network, circuit, database, CPE equipment, etc.), salaries of 911 CT/dispatch center employees, training costs of 911 CT/dispatch employees, PSAP office supplies, PSAP building lease/purchase/construction costs (if county has approved 911 program), PSAP computers and – specifically - CAD systems, public ed materials, general PSAP supplies, and radio loggers. (SEE Attachment A for specific statutory language describing what funds can cover; note that logging recorders were added this past year).

3. Example of funds impact on a PSAP: Rockland County 911 has a \$1,000,000 yearly budget of which \$600,000 (60%) was funded by the \$1.50/mo. surcharge.

4. Legislation is at: <http://www.perkinscoie.com/resource/telcom/e911code/ga.htm>

5. Training: have “Certified Mandated Law” for dispatchers. Have first 6 months of hire in which to get minimum of 64 hours of specific training. No in-service training required.

6. State 911 coordinator Elaine Sexton: phone: 770-535-5940 (GEMA 911 Coordinator)

7. Web sites:

State Web Site: UNK

State APCO Web Site: www.gaapco.com

State NENA site: www.ganena.home.mindspring.com

Other site: www.onegeorgia.org/E911Regulations.doc (they have a separate grant program to start/support regional PSAP's)

Contacts:

Carolyn Hunter, Director, Rockdale County 911, (770) 785-5900.

Rocky Moore, Director from Fulton County, (404) 730-7900

Wireless E911 Program: Monthly access charge of \$1.00/mo. Monies also come to counties directly.

WORKING DRAFT

NORTH CAROLINA Pop: 8,049,313 Est. # PSAP's: 250+ # Phone Lines: 5,325,784
(compare: Mass. Pop: 6,349,097 Est. # PSAP's: 275+ # Phone Lines: 4,600,678)

A. Wireline E911 Program:

1. Monthly Access Charge: Varies by county from \$0.30 at low end to \$1.50 at higher end (no sliding scale, some exemptions). Average of \$0.80/month. List of PSAP's and county charges are at: <http://www.co.rowan.nc.us/telcom/nccomm.htm>. Funds are collected by telephone companies and remitted directly to local jurisdictions (mostly counties). Size of state wireline funding program: estimated at over \$40,000,000.

2. Funds pay for: Many PSAP expenses EXCEPT direct personnel costs and buildings. Phone company recurring and non-recurring costs (all network, circuit, database, CPE equipment, etc.), PSAP office supplies and copy machines, computers including CAD systems, CAD and other maintenance costs, radio systems maintenance, consoles, chairs, street signs, radio gear used in center but not police/fire mobiles/portables. No audits, so wide variety in expenditures among PSAP's.

3. Example of funds impact on a PSAP: Johnson County Dispatch (130K pop, 6 positions, high-tech) has a \$1,800,000 yearly budget of which \$650,000 (33%) was funded by their \$1.50/mo. surcharge.

4. Legislation is at: www.perkinscoie.com/resource/telcom/e911code/nc.htm

5. Training: UNK

6. State 911 wireless co-ordinator phone: Richard Taylor, (252) 670-2859.

7. Web sites:

State Web Site: UNK on wireline, but state Wireless 911 Web site at:

www.wireless911.its.state.nc.us

State APCO Web Site: www.ncapco.org

State NENA site: www.ncnena.org

Contacts:

Jason Barbour, Johnson County Sheriff's Office, (919) 989-5059

Phil Penny (state APCO Pres.), Director, Wake/Raleigh Emerg. Comm. Center, (919) 890-3530

Wireless E911 Program: Monthly access charge of \$0.80/mo. Monies come to state wireless board then get distributed to counties based on applications See www.wireless911.its.state.nc.us.

WORKING DRAFT

VIRGINIA Pop: 7,078,515 Est. # PSAP's: 200+ # Phone Lines: 4,973,946
(compare: Mass. Pop: 6,349,097 Est. # PSAP's: 275+ # Phone Lines: 4,600,678)

A. Wireline E911 Program:

1. Monthly Access Charge: Varies by county from \$0.40 at low end to cap of \$3.00/mo. at higher end. Average of \$1.70/month. Funds are collected by telephone companies and remitted directly to local jurisdictions (mostly counties).

Size of state wireline funding program: estimated at \$82,000,000 plus est. \$20,000,000 from wireless per e-mail from Steve Marzolf in March of 2003.

2. Funds pay for: Most or all PSAP expenses including personnel costs (including benefits), phone company recurring and non-recurring costs (all network, circuit, database, CPE equipment, etc.), renovating/leasing PSAP facilities, PSAP office supplies, computers including CAD systems, CAD and other maintenance costs, radio systems repair, consoles, training and meeting costs (mileage), radio gear used in system, etc. Some counties operate PSAP only on surcharge revenues, others get supplement from local government/grants.

3. Example of funds impact on a PSAP: Eastern Shore Central Dispatch (42K pop, 2 positions, rural) has a \$250,000 yearly budget of which 100% was funded by their \$1.35/mo. surcharge. NOTE: also get wireless funds from state wireless fund which pays for part of personnel costs, trunks, upgrades to equipment; \$30K to 80K/yr).

4. Legislation is at: www.perkinscoie.com/resource/telcom/e911code/va.htm.

5. Training: funded out of surcharge.

6. State 911 wireless co-ordinator phone: Steve Marzolf, Dept of Technology planning, Division of Public Safety Communications (804) 371-0015 (smarzolf@ntp.state.va.us).

7. Web sites:

State Web Site: www.va911.org

State APCO Web Site: www.apcointl.org/membership/chapters/VA.html

State NENA site: inactive site.

Contacts:

Scott Chandler, Eastern Shore Communications, (757) 787-5888

Steve Marzolf, State of Virginia, (804) 371-0015.

Wireless E911 Program: Monthly access charge of \$0.75/mo. Monies come to state wireless board then get distributed to counties based on applications.

WORKING DRAFT

INDIANA Pop: 6,080,485 Est. # PSAP's: 150+ # Phone Lines: 3,843,738
(compare: Mass. Pop: 6,349,097 Est. # PSAP's: 275+ # Phone Lines: 4,600,678)

A. Wireline E911 Program:

1. Monthly Access Charge: Varies by county as a percentage of basic phone service charge: up to 10% for smaller jurisdictions down to 3% for the 6-7 large ones. Results in estimated average of \$1.25/month/line. Funds are collected by telephone companies and remitted directly to local jurisdictions (92 counties plus some municipalities).

Size of state wireline funding program: estimated at over \$45,000,000 from wireline and \$15,000,000 wireless

2. Funds pay for: Expenses related to handling 911 calls including personnel costs of 911 emergency call takers/dispatchers (not administrative call takers), phone company recurring and non-recurring costs (all network, circuit, database, CPE equipment, etc.), PSAP office supplies, CAD systems, radio console and base station equipment, maintenance of equipment and software, etc. Cannot spend on new facilities. State Board of Accounts audits funds.

3. Example of funds impact on a PSAP: Varies depending on size: Elkart County (180K pop.) has a \$1.8M PSAP budget of which \$655K (1/3) is surcharge funded. They also have accumulated close to \$1M in the fund which will support all equipment in their new center. Fulton County (20K pop.) has a \$336K PSAP budget of which 75% is surcharge funded. Many use surcharge revenues to pay for all non-personnel costs plus a portion of personnel costs.

4. Legislation is at: <http://www.perkinscoie.com/resource/telcom/e911code/in.htm>

5. Training: funds support local PSAP's doing internal training as well as sending dispatchers to external training.

6. State 911 wireless coordinator is state treasurer who runs wireless program:
<http://www.911coverage.org>

7. Web sites:

State Web Site: none except wireless site above (can call Chris Ternet at (317) 234-2507)

State APCO Web Site: none

State NENA site: www.innena.org

Contacts:

Tod Schmucker, Communications Director, Nappanee Police Department, (574) 773-4111

Robert Bryant, Director, Fulton County 911 (574) 223-2910

Shelia Malone, Elkart County Public Safety Comm. Center (574) 535-6513

Wireless E911 Program: Monthly access charge of \$0.65/mo. Monies come to state wireless board then get distributed to carriers and PSAP's based on level of service (e.g., A Phase 2 PSAP gets more than Phase 1 PSAP)

WORKING DRAFT

WASHINGTON Population: 5,894,121 Est. # PSAP's: 87+ # Phone Lines: 3,971,932
(compare: Mass. Population: 6,349,097 Est. # PSAP's: 275+ # Phone Lines: 4,600,678)

A. Wireline E911 Program:

1. Monthly Access Charge: State charge of \$0.20/mo plus local charge of \$0.50/mo. See the following: <http://www.wa.gov/wsem/2-e911/911taxguide2.htm>. (Interesting way to compute charge on PBX, Centrex, ISDN, and other special types of lines). State charge intended to help small counties whose local charge revenues are low
Size of state program: estimated under new rates at \$48M total: \$25M wireline and \$23M wireless.

2. Funds pay for: some/most personnel costs, all phone company recurring and non-recurring costs (all network, circuit, database, CPE equipment, etc.), PSAP office supplies, computer and CAD systems, radio console and base station equipment, maintenance of equipment and software, etc. Could spend on new facilities and all personnel costs if initially consolidating a PSAP but those allowable costs have diminished. Counties have broader latitude with use of local 911 funds.

3. Example of funds impact on a PSAP: funds some-to-most of the costs of local PSAP operations, depending on the county size. State funds are used to supplement small county operations with a focus on improving 911 phone-related technology.

4. Legislation is at: <http://www.perkinscoie.com/resource/telcom/e911code/wa.htm>. Also at www.wa.gov/wsem/2-e911/911legal.htm

5. Training: see www.cjtc.state.wa.us/CJTC/telecom/. Funds many costs even including OT backfill of dispatchers who are off-site in training. They allocate \$2K/yr per Telecommunicator (1500 TC's in the state)

6. State 911 Office: State 911 Program Office: Bob Oenning (253) 512-7011 is the E911 State Coordinator.

7. Web sites:

State Web Site: <http://www.wa.gov/wsem/2-e911/911-idx.htm>

State APCO Web Site: www.apcowa.org

State NENA site: www.wanena.org

Contacts:

Chris Fischer, Director, Valley Communications Center, (253) 372-1300

Marlys Davis, King County 911 Coordinator, (206) 296-3911

Wireless E911 Program: Monthly access charge of \$0.70 (\$0.20 state and \$0.50 local). Will generate about 23M in 03

WORKING DRAFT

TENNESSEE Population: 5,689,283 Est. # PSAP's: 150 # Phone Lines: 3,557,376
(compare: Mass. Population: 6,349,097 Est. # PSAP's: 275+ # Phone Lines: 4,600,678)

A. Wireline E911 Program:

1. Monthly Access Charge: \$0.73/residential/mo., \$1.98/business/mo. Max of \$1.50/mo residential and \$3.00/mo business by local referendum or state 911 Board. Capped on max of 100 lines/location.

Size of state wireline funding program: est. 30-40M for wireline plus wireless raised \$21,000,000 last year

2. Funds pay for: all PSAP operating costs including phone company recurring and non-recurring costs (all network, circuit, database, CPE equipment, etc.), salaries of personnel, office and admin supplies, PSAP computers and CAD systems, maintenance, training, facility renovation, console equipment, etc. See

<http://www.state.tn.us/commerce/911/standard.htm>

3. Example of funds impact on a PSAP: in Know County (pop. 382K), their local charge of \$0.65/res and \$2.00/bus line generates about 1/3 (\$2.1M) of their 6.5M budget. They also get about \$350K/yr from the state wireless fund local distribution.

4. Legislation is at: <http://www.perkinscoie.com/resource/telcom/e911code/tn.htm>

5. Training: can use local funds to support any type of training. State certifies training programs.

6. State Emergency 911 Communications Board, Exec. Director: Anthony Hayes: phone: (770) 535-5940.

7. Web sites:

State Web Site: www.state.tn.us/commerce/911

State APCO Web Site: www.tnapco.org

State NENA site: www.tena911.org

Other site:

Contacts:

Barry Furey, Director, Knox County EC District, (865) 215-1100

Nola Brumit, Director, Hamilton County 911, (422) 622-1911

Wireless E911 Program: Monthly access charge of \$1.00/mo. \$21M in 2001 raised. 75% portion gets remitted to carriers; 25% portion to PSAP's.

Attachment A.

Georgia Statutory Language on Use of 911 Charge revenues:

(e) Money from the Emergency Telephone System Fund shall be used only to pay for:

- (1) The lease, purchase, or maintenance of emergency telephone equipment, including necessary computer hardware, software, and data base provisioning; addressing; and nonrecurring costs of establishing a '911' system;
- (2) The rates associated with the service supplier's '911' service and other service supplier's recurring charges;
- (3) The actual cost of salaries of employees hired by the local government solely for the operation and maintenance of the emergency '911' system and the actual cost of training such of those employees who work as dispatchers;
- (4) Office supplies of the public safety answering points used directly in providing emergency '911' system services; and
- (5) The cost of leasing or purchasing a building used as a public safety answering point. Moneys from the fund cannot be used for the construction or lease of an emergency '911' system building until the local government has completed its street addressing plan;
- (6) The lease, purchase, or maintenance of computer hardware and software used at a public safety answering point, including computer-assisted dispatch systems;
- (7) Supplies directly related to providing emergency '911' system services, including the cost of printing emergency '911' public education materials; and
- (8) The lease, purchase, or maintenance of logging recorders used at a public safety answering point to record telephone and radio traffic.

WORKING DRAFT

Attachment B

Pennsylvania Guidelines for Use of 911 Funds:

<http://www.pema.state.pa.us/pema/cwp/view.asp?a=205&Q=208316&pemaNav=|4715|2358|>

Act 78 section 8 established expenditures for maintenance and operation of 911 systems. Pa Code 16 section 36a.106 and PA Code 4 section 120b.106 further expands and defines eligible and ineligible cost.

The below list is not inclusive of all expenditures considered eligible or ineligible. Inquiries to PEMA are encouraged as to expenses which may not be eligible prior to charging to PSETA surcharge funds.

Telephone Charges		
Expenditure	Eligible	Ineligible
911 lines	X	
Telephone directly related to provision of 911	X	
Telephone not directly related to provision of 911		X
Administrative lines (2 available in PASP)	X	
Administrative lines (not available in PSAP)		X
ANI/ALI management	X	

Travel		
Expenditure	Eligible	Ineligible
If required for 911 Public Education	X	
If required for training after Mar 98 note4	X	
If required for training prior to 98		X
If general travel not directly related to provision of 911		X
If directly related to provision of 911	X	

Books		
Expenditure	Eligible	Ineligible
If used in 911 public education	X	
If used for general reference		X
Directly related to provision of 911	X	
If used in general administration		X

Postage		
Expenditure	Eligible	Ineligible
Educational mailing	X	
Addressing mailing	X	

WORKING DRAFT

Postage		
Expenditure	Eligible	Ineligible
General administration		X

Copying		
Expenditure	Eligible	Ineligible
In provision of 911	X	
General operations		X

Utilities (electric, gas, oil, water, sewer, solid waste)		
Expenditure	Eligible	Ineligible
Tower sites (electric, gas, oil)	X	
911 Dispatch Center/PSAP		X

Repairs and Maintenance		
Expenditure	Eligible	Ineligible
Equipment directly related to provision of 911	X	
Communication Equipment note 1	X	
Telephone systems	X	
Voice/data Recorder	X	
Data base	X	
Computer note	X	
Printers (log)	X	
General Office Equipment		X
Copiers		X
Data base (not related to provision of 911)		X
Computer for administration		X
Printers for administration		X

Building Cost		
Expenditure	Eligible	Ineligible
Tower Site (with limitations) note 5	X	
Air conditioning for tower site (with limitations)	X	
PSAP/Dispatch Center		X
Cosmetic remodeling		X
Office upgrades (Central)		X

Employee Items		
Expenditure	Eligible	Ineligible
Uniforms		X

WORKING DRAFT

Employee Items		
Expenditure	Eligible	Ineligible
Clothing items (Hats/jackets)		X
Headsets (telephone/radio operator)	X	

Personnel cost (Salary, Training, Benefits) note 2		
Expenditure	Eligible	Ineligible
Personnel directly related to provision of 911	X	
Personnel involved in Addressing for 911 purposes	X	
Personnel involved in MSAG for 911	X	
Personnel involved in Quality Assurance for 911	X	
Personnel not directly related to provision of 911		X

Recruitment		
Expenditure	Eligible	Ineligible
Advertising		X
Testing		X
Training		X

Vehicles		
Expenditure	Eligible	Ineligible
Ambulances, Fire engines, police vehicles		X
Emergency equipment or vehicles		X
Vehicles of any kind		X

Public Relations Items		
Expenditure	Eligible	Ineligible
Handout/booklets	X	
Meeting Cost	X	
Food and beverage		X
Gifts/special incentives		X
Indirect Cost (Cost not related to provision of 911)		X

Communications Equipment note 1		
Expenditure	Eligible	Ineligible
Cost related to provision of 911	X	
Pager purchased	X	
Cost not related to provision of 911		X
Pager Lease (usage cost)		X
Data Voice recorder (for 911 Center)	X	

WORKING DRAFT

Furniture		
Expenditure	Eligible	Ineligible
Consoles for PSAP/Dispatch center	X	
Chairs for PSAP/Dispatch center	X	
Desks for administration		X
Chairs for administration		X
Related to provision of 911 (with limitations)	X	
Not directly related to provision of 911		X

Training		
Expenditure	Eligible	Ineligible
Personnel directly related to provision of 911	X	
Personnel not directly related to provision of 911		X
Personnel involved in Addressing for 911 purposes		
Directly related to provision of 911	X	
Not directly related to provision of 911		X
Personnel involved in MSAG for 911		
Directly related to provision of 911	X	
Not directly related to provision of 911		X
Personnel involved in Quality Assurance for 911		
Directly related to provision of 911	X	
Not directly related to provision of 911		X
Personnel not directly related to provision of 911		X

Administrative		
Expenditure	Eligible	Ineligible
Audit Cost	X	
County (1% Administrative Fee)	X	
Consultant Fee (directly related to provision of 911)	X	
Consultant Fee not directly related to 911		X
Telephone (2% Administrative Fee)	X	

Note 1: Communications equipment may include mobile/portable communications (nonrecurring cost)

Note 2: Personnel Costs, training and benefits are of a maximum of 70% of the contribution rate revenue for the county. Benefits include federal withholding tax, FICA, social security tax, workers comp cost, Medicare cost, retirement cost and health benefits.

WORKING DRAFT

Note 3: Computer equipment cost may include PennFIRS computer and software operated by the PSAP/Dispatch Center. Fire Company and remote site computers and software for PennFIRS is not eligible.

Note 4: Travel for training is a Personnel Costs, which is a maximum of 70% of the contribution rate revenue for the county.

Note 5: Rent or lease cost related to Real Estate (building, land or tower site) purchased or owned by County or city operating the dispatch center or PSAP is a non-eligible cost .

The following are expanded definitions of terms for eligible and ineligible cost.

Carry Over

Cost incurred in one fiscal year when received or disbursed in the following fiscal year.
(Equipment received and invoiced in December 1998 and payment made after January 1, 1999)

Cost incurred in debt service (bond payment, capital and nonrecurring cost amortized over a minimum of three years).

Indirect Cost

Cost not directly related to the provision of 911. Maintenance, building, utilities or other cost indicated from other sources (indirect cost study).

Mobile Co, mmunications equipment

Mobile or portable communications equipment includes mobile data terminals (MDT), mobile radios, portable radios, or pagers with prior county plan update and approval of PEMA.

Separate Restricted Interest Bearing Account

A completely separate interest-bearing restricted banking/checking account used solely for the purpose of eligible nonrecurring and recurring charges billed for the Public Safety Emergency Telephone Act surcharge funds.

WORKING DRAFT

Attachment C

Michigan 911 Costs

http://www.michigan.gov/treasury/1,1607,7-121-1751_2194-7643--,00.html

Attachment D

State of Washington Local-surcharge 911 Funds: Permissible Uses:

RCW 82.14B.050

Use of proceeds.

The proceeds of any tax collected under this chapter shall be used by the county only for the emergency services communication system.

Washington State-surcharge 911 Funds: Priorities:

WAC 118-65-070 Funding priorities. Within available revenues, funds (subject to RCW [38.52.510](#)) will be allocated in the manner best calculated, at the discretion of the state enhanced 911 coordinator, with the advice and assistance of the state enhanced 911 advisory committee, to facilitate the statewide operation of enhanced 911. This discretion shall be guided by the following prioritized factors:

- (1) To assure that 911 dialing is operational statewide;
- (2) Funds will be used to assist counties as necessary to assure that they can achieve a basic service level for 911 operations;
- (3) Funds will be used to assist counties as practicable to acquire items of a capital nature appropriate to increasing 911 effectiveness.

Washington State 911 Funds Items Allowed:

WAC 118-65-050 Fundable items. Enhanced 911 systems are comprised of multiple components. The implementation, operation, and maintenance costs of these components will be eligible for funding. The following components will be eligible for funding from the enhanced 911 account in accordance with priorities established in WAC [118-65-070](#).

- (1) Statewide dialing items:
 - (a) Switching office enabling;
 - (b) Automatic number identification (ANI);
 - (c) Selective routing;
 - (d) 911 voice network (B.01/P.01 service level required);
 - (e) Automatic location identification (ALI) data link;
 - (f) Traffic studies;
 - (g) MSAG coordination and maintenance;
 - (h) ALI/DMS service;
 - (i) ANI/ALI controllers and necessary interfaces to send data to other PSAP equipment;
 - (j) ANI/ALI display equipment for primary and secondary PSAPs;
 - (k) Telephone system compatible with enhanced 911, only the portion used to answer 9-1-1 calls;
 - (l) TTY required for compliance with the American Disabilities Act (ADA);

WORKING DRAFT

- (m) Reverse ALI search capability.
- (2) Basic service items:
 - (a) Call detail recorder and/or printer;
 - (b) Instant call checks (one per 9-1-1 call answering position);
 - (c) Uninterruptible power supply (UPS) for PSAP enhanced 911 equipment;
 - (d) 911 management information system;
 - (e) Mapping display for call answering positions that are ANI/ALI equipped;
 - (f) Headsets for 911 call takers;
 - (g) 911 call receiver salaries and benefits;
 - (h) County enhanced 911 coordinator duties;
 - (i) Language line charges;
 - (j) Call receiver training;
 - (k) Enhanced 911 document retention and destruction;
 - (l) 911 mapping administration;
 - (m) 911 coordinator electronic mail;
 - (n) Route diversity;
 - (o) Alternate routing and/or night service;
- (3) Capital:
 - (a) Auxiliary generator to support 911 emergency telephone service for backup;
 - (b) Logging recorder for 9-1-1 calls;
 - (c) Computer aided dispatch (CAD) system hardware and software.