

NATHANIEL S. DENNY  
SECRETARY & STATE CHIEF  
INFORMATION OFFICER  
NC 911 BOARD CHAIRMAN

MELANIE A. JONES  
NC 911 BOARD VICE CHAIR

L. V. POKEY HARRIS  
NC 911 BOARD EXECUTIVE DIRECTOR

**BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE  
911 FUND ELIGIBLE PER APPROVED SEAT FOR PRIMARY PSAPS (TO  
INCLUDE BACKUP PSAPS) AND FOR SECONDARY PSAPS NOT TO EXCEED  
THE COST PER CALL as approved by the North Carolina 911 Board.**

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

### **Approved Use of Funds List - Eligible 911 Fee Expenditures**

#### **Phone Systems:**

- One legacy administrative line per approved answering position, including, the features of caller identification (caller ID), three-way calling, call forwarding, and multi-line hunt. Funding for each administrative line will not exceed \$75.00 per month/per approved answering position unless prior approval is received from 911 Board staff. The cost of long-distance charges necessary for re-establishing contact with a 911 caller is eligible for approved administrative lines per answering position and not included in the \$75.00 maximum allowable.
- Call handling equipment (CHE) – Hosted CHE is provided to PSAPs who choose to participate in the hosted solution offering provided through the contract between AT&T and the North Carolina 911 Board. Selecting CHE through the State contract means the PSAP will no longer be invoiced for the CHE and the cost will be paid directly by the 911 Board.

A PSAP may choose to purchase on premise CHE in lieu of the hosted offering. This equipment must be certified for interconnection to the Statewide ESInet by AT&T. The maximum allowable amount for eligibility will be \$866.96 per approved seat per month. The \$866.96 is inclusive of CHE equipment, CHE maintenance costs, monitors, keyboards, firewalls, and servers as contracted by the Board.

- TDD/TTY (Telecommunications device for the Deaf/Telephone Typewriter) for ESInet-Only

PSAPs since TDD/TTY is offered through hosted call handling solution.

- Automatic Call Distributions Systems (ACD) whether facilities based, or premise based for ESInet-Only PSAPs since ACD is offered through hosted call handling solution.
- Interpretive Services (e.g. Language Line or Omni Lingual) are available at no cost to the PSAPs through Statewide contract(s) provided by the 911 Board. For services not provided by the 911 Board contract, the maximum allowable expense is capped at the Board's current contract cost. The maximum allowable is currently \$0.78 per minute. The Board authorizes Board staff to update the List to reflect the current cost following a change in the rate in the Board's contract(s).
- PSAP phone invoice charges including Automatic Location Identification (ALI) updates, Automatic Number Identification (ANI) updates, and selective routing. Legacy 911 CAMA trunk charges if a PSAP is not on the Statewide ESInet.
- Data connection for the sole purpose of collecting call information for analysis for ESInet-Only PSAPS. If connection is shared with non-eligible 911 devices, then only a percentage of the cost is eligible. If on the hosted call handling solution, this would not be an eligible expense as it is provided through the State contract. \*\*
- Fiber point-to-point connection. Agency shall seek a quote for any fiber connections (i.e. CAD) from the North Carolina Department Information Technology before seeking a quote from a private vendor for replication of eligible expenses only. Justification and approval from the 911 Board must be provided if a private vendor is utilized rather than NC DIT.

#### **Furniture:**

- Telecommunicator console furniture that holds eligible emergency dispatch equipment. This includes the workstation desk, cabinets, tables, resource center, lift columns that control the height of the desk, environmental control system, and task light.
- Furniture maintenance such as console cleaning and repairs of eligible components.
- Telecommunicator Chairs per approved seat including shipping charges. A chair approved for reasonable accommodation is not included in the per seat count. (Approved by Board to become effective July 1, 2026)

#### **Computer Aided Dispatch (CAD):**

- 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 part of the 911 process and are not eligible. Examples of ineligible CAD modules include but are not limited to RMS, JMS, NCIC, Firehouse, AVL, etc. Review of the vendor quote and scope of work will be used to determine eligibility. Please reference the most current [revenue expenditure workbook](#)

[software tab](#) for a list of approved nomenclatures.

- Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software sending CAD information between primary PSAPs and to include secondary PSAPs to dispatch a 911 call. Formal agreements such as SOPs, SOGs, and/or ILAs must be in place between PSAPs.
- CAD-to-CAD cloud-based subscription service, including initial purchase and annual maintenance, shall be paid for primary PSAPs as a Next Generation expense pursuant to G.S. 143B-1407(e). PSAPs must provide formal agreements to receive and dispatch 911 calls (ILAs, SOGs, SOPs) between primary PSAPs and to include secondary PSAPs. Secondary PSAPs are not eligible to receive this funding and must use the cost-per-call to pay for their portion of a CAD-to-CAD expense, as with all Next Generation expenditures. (Approved by the Board to become effective September 1, 2023)
- 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 (such as RMS, Firehouse), access to local, state and national databases (such as warrants, DCI, NCIC), jail management systems (JMS), and automatic vehicle location (AVL) or do not allow for voiceless dispatch, status updates, and mobile to CAD messaging, and these modules are not eligible as they are not a part of the 911 call taking and dispatch process. \*\*
- Base Message Mobile Server Software License needed for the use of message switch software licenses for voiceless dispatch is 50% eligible.
- 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.
- Mobile Message Switch hardware. \*\*

#### **Radio:**

- Radio console software and licensing. Radio console software and licensing used for the dispatch of a 911 call per approved seat. This may include functionality that is not eligible. Review of the vendor quote and scope of work will be used to determine eligibility. Please reference the most current [revenue expenditure workbook hardware tab](#) for a list of approved nomenclatures. \*\*
- Radio Consolette or mobile radio per approved seat for primary means of dispatch at the primary PSAP and backup PSAP workstation(s), when there is no traditional console installed at the workstation. Redundancy is not eligible. \*\*

- Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CED, IMC, NSS).
- Radio Console Ethernet Switch.
- Radio Console Access Router.
- Archiving Interface Server (AIS) software.

#### **Ancillary Software:**

- Geographic Information Systems (GIS) software that are used to create and display the base map showing street centerlines.
- GIS layers as required datasets for i3 (for example: road centerlines, address points, PSAP boundaries, emergency service boundaries, and provisioning boundaries) maintained specifically for NextGen 911.
- Ortho Imagery is provided by the NC 911 Board.
- Voice Logging Recorder software required to record the 911 call taking process as defined in G.S. 143B-1400(7).
- Time synchronization device software.
- Law enforcement, fire, and medical pre-arrival instruction including software, printed pre-arrival instructions, and training licenses for use in the PSAP. \*\*
- Quality assurance software used for training program of law enforcement, fire, and medical call-taking protocols.
- Automated digital voice dispatching software.

#### **Ancillary Hardware:**

- Servers and ancillary components used exclusively for Telephone (ESInet-Only PSAPs), CAD, Voice Logging Recorder, GIS, paging, Call Handling Protocol, and Radio Console software systems, including monitor, keyboard, and mouse. When submitting a server request for eligibility, a scope of work is required reflecting what applications are hosted on the server. When submitting a virtual server request for eligibility, a scope of work is required that clearly identifies core allocation for operational needs. If 911 eligible and ineligible costs are noted, a percentage will be determined as allowable. \*\*

- Ancillary components such as headsets, handsets, push to talk (PTT) headset amplifier, PTT batteries, keyboard, mouse, microphones, speakers, headset jacks, footswitches, KVM switches, and console audio box (CAB).
- Back Up Storage Equipment and licensing to facilitate recovery and restoration for 911 eligible equipment. When submitting a backup storage request for eligibility, a scope of work is required reflecting what files and programs are archived. If 911 eligible and ineligible costs are noted, a percentage will be determined as allowable. Space allocation will not be a factor used in determination. \*\*
- Computer workstations used exclusively for CAD, AIS, and Radio consoles. (Approved by Board to become effective July 1, 2026)
- All monitors used within the PSAP for 911 call taking as defined in N.C.G.S. § 143-1400(7). (Approved by Board to become effective July 1, 2026)
- Time synchronization devices (e.g. Spectracom Net Clock).
- Uninterrupted Power Supply (UPS) for 911-only related equipment. When submitting a UPS request for eligibility, a scope of work is required reflecting what equipment is connected to the UPS. 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 (Generator, Automatic Transfer Switch, and Annunciator) that serves the 911 center. Generator cost for a standalone PSAP [as defined in G.S. 143B-1400(25)] is approved at 100%. For PSAPs that share facility space with another agency/agencies, 100% of the square footage designated solely for operation of the PSAP is eligible. The percentage of that square footage for the PSAP shared facility space will be used to determine the eligible portion of generator cost. \*\*
- Fax Modem (for rip & run).
- Printers (CAD, CDR, and Reports). Printer functionality at percentage. Does not include printer supplies. \*\*
- Alpha / Numeric Pager Tone Generator components housed within the PSAP, e.g. Locution, Mach Alert, Zetron, US Digital Designs.

### 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.

- The [NC 911 Board Approved Training Classes List](#) is posted on the website and updated as new training classes are approved by the NC 911 Board.
- Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates. Mileage is not reimbursable when municipal owned vehicles are used for transportation to and from eligible training.
- Overnight lodging will be eligible for the number of the days of the class.
- Conferences and association memberships are not eligible for use of Emergency Telephone Systems Funds (ETSF).
- Per G.S. 143B-1406(d)(3), training outside the State is not an eligible expenditure unless the training is unavailable in the State or the PSAP documents that the training costs are less if received out-of-state. In order for out-of-state training to be considered for eligibility, the PSAP must use the guidelines below.
  - Out-of-state training will be considered permissible if the class is not offered in North Carolina 90 days prior to, or 90 days after the scheduled out-of-state class.
  - Out-of-state travel will be determined based on comparable expenditures for in-state travel.
  - Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates and will not exceed 500 miles round trip.
  - A PSAP that wishes to attend out-of-state training that is being offered 90 days prior or after the request, must seek a waiver to include the purpose of the training and the estimated cost to include course registration and per diem/travel expenses. The request shall be submitted to the [PSAPEligibilityRequest@nc.gov](mailto:PSAPEligibilityRequest@nc.gov) email.

#### **Hosted (Shared) Services:**

- Hosted service expenses for eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software may be eligible for 911 Funding upon review and approval by the 911 Board staff. \*\*

#### **Supporting Functions (Implemental Functions):**

- Salaries are not an eligible expenditure pursuant to N.C.G.S. 143B-1406.
- The cost for maintenance functions that are implemental to 911 call taking and the maintenance of eligible dispatch equipment located exclusively within a building where a PSAP or back-up PSAP is located. Any PSAP claiming implemental functions must provide adequate itemized documentation along with a tracking and hourly rate methodology indicating the appropriate statutory authority supporting the cost of providing those functions on eligible equipment. Such tracking documentation must include:
  - date the task was performed

- qualified individual(s) name and title who performed the task
  - task performed with description
  - minutes/hours spent performing the task
  - hourly rate
  - total cost to perform the task
  - and function category (PC Support, CAD Support, Server Support, GIS Support, and Radio Support)
- GIS Implemental functions can be claimed for maintaining eligible GIS layers as described in the software section of this document.
  - For in-house functions by invoicing or chargeback as consistent with accounting practices (a sample invoice is available from 911 Board staff).
  - The hourly rate submitted per task will be compared with the UNC School of Government (NC County Salary Survey Data) rate by staff for eligibility. If the rate is higher than comparable costs, the PSAP must provide additional documentation justifying the higher charge.
  - The work is performed by qualified individual designated by the PSAP manager. Services provided by a maintenance contract or through a qualified individual are eligible expenditures. However, services covered under the maintenance contract that the PSAP decides to perform through its staff are not eligible.

### **\*\*Percentage of Eligibility:**

If a component of the equipment, system, hardware, or software or other expenses, to include subscription or grouped pricing, addressed in this List, or determined to be eligible by the Executive Director pursuant to Rule 09 NAC 06C .0202(a), serves more than 911 call processing, then only a percentage of the total cost that serves 911 is allowable. It shall be the responsibility of the PSAP to provide supporting and requested documentation to assist with the determination of percentage eligible. Thorough review of a quote and scope of work (SOW)/schematic/system will be performed by finance staff at the request of the PSAP to determine percentage of eligibility.

### **Statewide Communications Interoperability Plan (SCIP) Compatibility:**

. Please note not all items listed in the Statewide Communications Interoperability Plan (SCIP) are eligible to be purchased using Emergency Telephone System Funds (ETSF). A specific purchase will be reviewed by finance staff at the request of the PSAP to determine eligibility.

### **Position Funding:**

- [Seat Count Policy](#) – located on the NC 911 Board website. (May 9, 2024)
- [Overflow Seat Count Policy](#) – located on the NC 911 Board website. (May 9, 2019)

**Authority:**

- § 143B-1400 *et seq.*
- NC Administrative Code 09 NCAC 06C

**Revisions**

December 5, 2026

Revised March 28, 2025

Revised February 23, 2024

Revised August 25, 2023

Revised September 30, 2022

Revised September 27, 2019

Revised August 23, 2019

Revised April 26, 2019

Revised June 19, 2018

Revised September 22, 2017

Revised March 31, 2017

Revised June 24, 2016

Revised May 20, 2016

Revised June 19, 2015

Revised January 24, 2014

Revised March 22, 2013

Revised October 26, 2012

Revised August 24, 2012

Revised February 24, 2012

Revised January 27, 2012

Revised February 25, 2011

Revised September 24, 2010

Revised September 10, 2010

Revised November 20, 2009

Revised November 21, 2008

Revised September 26, 2008

Revised May 9, 2008

Revised April 11, 2008

AMENDED BY NC 911 BOARD 01/01/2026