



STATE OF MONTANA BASIC, ENHANCED and WIRELESS ENHANCED 9-1-1 FUNDING GUIDELINES

The following criteria or standards have been established to determine if budgetary items are appropriate to the installation, operation, and improvement of an emergency telephone system using 9-1-1 and can be funded from money received from the **Basic or Enhanced 9-1-1 Emergency Telecommunications Account** established under 10-4-301 MCA:

1. **PSAP Operation:** The budgetary item relates to the operation of the public safety answering point (PSAP) and may include:
 - Telephone system for the public safety answering point (PSAP) capable of handling the required 9-1-1 trunks and non-emergency lines, including network cards, etc.
 - Installation and recurring phone costs for 9-1-1 trunks and non-emergency lines for the PSAP
 - Telephone Devices for the Deaf (TDDs) for each call-taker position
 - FAX line if located at the PSAP
 - Radio consoles installed in the PSAP
 - Radio frequency coordination / licensing fees /dispatch paging
 - Paging Encoders / paging systems
 - Special emergency notification paging systems / “reverse 9-1-1” systems
 - Voice logging recorder capable of recording all incoming phone lines and radio channels, including recording media (the PSAP may choose to purchase a recorder with fewer channels and record 9-1-1 lines and selected non-emergency lines and/or radio channels)
 - Instant recall playback recorders for each dispatch position
 - Software and hardware for computer aided dispatch (CAD)
 - The PSAP’s share (pro-rated) for records management system (RMS) software
 - Computer hardware and/or software used by call-takers and/or radio dispatchers in the PSAP, including printers, UPS units, cabling, etc.

- Upgrades to PSAP computer hardware and software as required
 - Costs for maintenance and repair of equipment located in the PSAP or equipment room
 - Headsets, headset cords and other misc. small equipment for the PSAP
 - Maps (wall maps, map books, computer-based maps, etc.), including map racks and/or stands
 - Materials, such as paper and notebooks, required to develop written Standard Operating Guidelines (SOGs) for the PSAP
 - Books and resource materials used in the PSAP such as reverse directories, local government and law enforcement agency directories
 - Furniture for the PSAP such as workstations, chairs, printer stands, etc.
 - Generator to provide power in case of power failure and battery backup to supply power to PSAP equipment (pro-rated if backup power also supplied to other areas of the building)
 - Security camera and/or intercom system monitored or used by PSAP personnel
 - Air conditioning and/or air filter system for PSAP and equipment room
 - Miscellaneous supplies used in the PSAP
 - Insurance costs
2. **E9-1-1:** The budgetary item relates to the development, installation and operation of the jurisdiction's enhanced 9-1-1 (E9-1-1) system and may include:
- Telephone equipment capable of handling and displaying E9-1-1 database information
 - Costs associated with developing the Master Street Address Guide (MSAG) and the E9-1-1 database
 - Costs associated with maintaining the MSAG and E9-1-1 database
 - Costs associated with hiring an E9-1-1 project manager or consultant to assist with planning and/or project management
 - Costs associated with providing Wireless E9-1-1 services
 - Costs associated with CJIN services including equipment, usage fees and licensing.

3. **Dispatch of emergency service responders:** The budgetary item supports the direct dispatch, relay or transfer of calls for emergency service and may include:
- Paging encoders and emergency paging systems in the PSAP
 - Pagers for law enforcement, fire or emergency medical service (EMS) responders
 - Two-way communications radios
 - Mobile data systems
 - Repeater sites including buildings and/or towers and any equipment at the site used by the PSAP (costs must be pro-rated if the site is used by other entities)
 - Microwave sites including buildings and/or towers and any equipment at the site used by the PSAP; also microwave links (costs must be pro-rated if the site is used by other entities)
 - Utility costs for providing electricity to repeater or microwave sites
 - Backup generator, battery backup, and alarm systems for repeater or microwave sites
 - The PSAP's share of lease/rental costs for repeater or microwave sites
 - Costs associated with maintenance, repair, or upgrades for PSAP or repeater/microwave site equipment
 - Maintenance and/or repair of the repeater or microwave site and any equipment at the site used by the PSAP
4. **Training:** The budgetary item is related to call-taker, dispatcher, or supervisor training; allowable expenditures include:
- Tuition costs for the class, conference, workshop or seminar
 - Costs for materials used in the training session
 - Costs related to emergency medical dispatch, including flip cards for use in the PSAP
 - Travel expenses, including meals and lodging
 - Salaries for dispatchers attending the training and for dispatchers to fill shifts at the PSAP while others attend the training
 - Dues and memberships fees for dispatchers, supervisors, technical support staff and managers for professional organizations such as APCO or NENA
 - Subscriptions to 9-1-1 or dispatch related magazines, such as *9-1-1 Magazine*

5. **PSAP Building requirements including moving expenses:** The budgetary item is related to a PSAP remodel, whether to provide additional work area or to ensure that the PSAP is located in a secure area. Funds may also be used for costs associated with moving the PSAP to another facility, including the cost of purchase or construction of a new building (pro-rated if other agencies are located in the facility).
6. **Public Education:** Costs associated with developing a public education program and disseminating information to the general public, elected officials, and user agencies about proper use of 9-1-1, what the system provides, what the needs are, and any other information pertinent to the successful operation of 9-1-1 systems.
7. **Salaries:** The budgetary item is for salaries for call-takers, dispatchers, PSAP shift supervisors, PSAP managers, 9-1-1 Coordinators, technical support staff (pro-rated), addressing coordinators (pro-rated) and employees responsible for addressing, MSAG, or E9-1-1 database construction and/or maintenance (pro-rated).
8. **Alternate PSAP:** The budgetary item is related to the development and operation of an alternate PSAP and may include phone line and equipment costs, computer hardware and software, maps, furniture, and other miscellaneous materials necessary for successful operation of the alternate site.
9. **Addressing:** The budgetary item is related to a rural or municipal addressing project necessary for the successful implementation of enhanced 9-1-1 (E9-1-1); allowable expenditures include:
 - GPS centerline road mapping within the 9-1-1 jurisdiction, including purchase of GPS equipment and salaries for the person(s) doing the work
 - Assignment of addresses to all structures within the 9-1-1 jurisdiction and address verification, including verification letters to residents
 - Costs associated with coordinating addressing assignment with the U.S. Postal Service
 - GIS compilation of the data and final map output in both hardcopy and digital formats
 - Purchase of hardware and software necessary for the GIS work
 - Costs associated with assigning addresses and producing paper maps without the use of GIS
 - Cost for hiring a contractor to conduct the rural addressing project
 - Training costs for employee(s) who will assume maintenance of the addressing, MSAG and E9-1-1 databases; includes training in use of GPS equipment
 - Costs associated with addressing, MSAG, and E9-1-1 database maintenance
 - 9-1-1 pro-rated share of costs associated with web-based GIS maintenance, including set-up fee and website maintenance

10. An explanation of how the budgetary item supports the installation, operation, or improvement of an E9-1-1 emergency telephone system is addressed in the Jurisdiction's 9-1-1 application "Project Overview".

Future budgetary expenditures, not included or contemplated in the Jurisdiction's original Final Plan for E9-1-1, must be referred to the State 9-1-1 Program for review and approval.

Annual expenditure reports to the State 9-1-1 Program are required of all funds received from the State 9-1-1 Program and are subject to periodic monitoring. This requirement is to ensure 9-1-1 jurisdictions are adhering to an approved plan and are using 9-1-1 Program funds in the manner prescribed by statute (10-4-303 & 312 MCA).

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