SC Wireless 911 Reimbursement Policy

Pursuant to §23-47-65(2)(b), the responsibility of Revenue and Fiscal Affairs Office (RFA) is to hold and distribute not more than fifty-eight and two-tenths percent (58.2%) of the total monthly revenues in the interest-bearing account solely for the purposes of complying with the provisions of this chapter and the strategic plan. These funds may be utilized by RFA, the PSAPs, and the CMRS providers licensed to do business in this State for the following purposes in connection with compliance with this chapter and the strategic plan including, but not limited to: acquiring, upgrading, maintaining, programming, and installing necessary data, networks, services, hardware, and software. Invoices detailing specific expenses for these purposes must be presented for approval to RFA in connection with any request for reimbursement, upon recommendation of the committee. Invoices presented to the Revenue and Fiscal Affairs Office for reimbursements of costs not described by this section may be considered by the Revenue and Fiscal Affairs Board, but only upon unanimous approval of the committee. In no event shall reimbursement be made for costs inconsistent with the strategic plan or which threaten the fiscal stability of the fund.

All wireless 911 surcharge fees are credited to a separate fund within the State Treasury for the defined statutory purposes. Of this fund, 58.2% is allocated to local jurisdictions for Compliance Costs and to RFA for implementing the strategic plan. These funds are distributed back to the local jurisdictions based on cost recovery requests submitted by the PSAPs. PSAPs can apply for cost recovery of expenses involving the purchase of 911 equipment, upgrades to 911 equipment, and maintenance on that equipment. This distribution is dependent upon available funding and RFA receiving the necessary data from all local jurisdictions in a timely manner. Compliancy to the following procedures is necessary for the effective distribution of funds:

1. RFA staff will establish a budget for the current calendar year for each PSAP based on estimated available funds per the fiscal model and a cost basis for a set of specific services.
2. Local jurisdictions may submit cost recovery requests for both recurring and non-recurring expenditures. Cost recoveries should be submitted on a quarterly basis, if possible, but bi-annual or annual requests are acceptable. Non-recurring requests may be submitted on an "as-needed" basis.
3. Local jurisdictions must submit all documentation required for reimbursement of eligible 911 costs within two years from the date an invoice(s) is first paid by the jurisdiction.
4. Any jurisdiction that has not submitted the necessary documents for reimbursement within this time frame will be ineligible for reimbursement of those costs.
5. Any requests for reimbursement validated after December 31, 2023, will be applied to the current calendar year budget regardless of the dates of service for invoices. **Beginning January 1, 2024, reimbursements must be validated by December 7th of each year to be applied to the current calendar year budget.**
6. Necessary documentation for reimbursement shall include either copies or originals of invoices for both recurring and non-recurring costs and proof of payment documentation for non-recurring and annual recurring costs. However, proof of payment documentation may also be required on an "as needed" basis for monthly recurring costs.
7. Refer to Appendix A for the complete list of eligible items for reimbursement from the Compliance Cost portion of the S.C. Wireless 911 Fund.
8. Refer to Appendices C and D for maximum reimbursements allowed per PSAP for the current and future calendar years.

Revised and Effective Date: April 10, 2024

Appendix A
Reimbursable Items from the Compliance Costs portion of the South Carolina Wireless 9-1-1 Surcharge Fund (E500 4955)
(Subject to Available Funding)

NRC - Non-Recurring Charges

1. Call Handling Equipment (CHE) Necessary to Process 9-1-1 Voice / Data Calls
   — Basic Management Information System (MIS) – one MIS per jurisdiction
2. Computer Aided Dispatch (CAD) System
   — Medical dispatch protocol software and training
   — Excludes hardware, software, or interfaces to systems or modules external to the CAD System
3. CHE & CAD Workstation Hardware for 9-1-1 Telecommunications
   — PC / keyboard / keypad / mouse / monitor(s)
   — Handsets / headsets / associated jacks
   — Physical (hardware) or virtual (software) KVM switch
   — Excludes mobile data terminals (MDTs) and mobile computer terminals (MCTs)
   — Excludes radio equipment or radio interfaces
4. 9-1-1 Voice & Data Call Recorders / Loggers
   — Excludes radio equipment or interfaces
5. UPS / Generator
   — Specific only to a dedicated official 9-1-1 dispatch center
   — Proportioned amount determined by applicable load / amperage draw
6. Air Conditioning Unit
   — Specific only to the 9-1-1 server room
7. Geographic Information System (GIS) Software
   — E9-1-1 to NG9-1-1 preparation & conversion activities
   — CAD mapping components
   — Excludes automatic vehicle location (AVL) and interfaces to additional data repositories (ADRs)
8. Required Telecommunicator Training
   — South Carolina Criminal Justice Academy (SCCJA)
   — APCO Public Safety Telecommunicator (PST)
9. 9-1-1 Telecommunicator Consoles and Chairs
10. Repair Costs Associated with any Eligible Items Listed Above

Recurring Charges

1. Maintenance Costs on Eligible Non-Recurring Items
2. Licensing Fees / Renewals on Eligible Non-Recurring Items
3. Services
   — Network communication lines (9-1-1 Provider to PSAP only)
   — Network service charges
   — Language translation services – one service per jurisdiction

Revised and Effective Date: April 10, 2024

Items Not Eligible for Reimbursement

1. Items not listed above may be submitted for reimbursement consideration to the SC 9-1-1 Advisory Committee for recommendation, but reimbursement is contingent upon funding and approval by RFA.

2. No reimbursements will be provided for any costs incurred in the development, implementation, and/or maintenance of ESInets and/or NG core services separate from the State NG911 contract unless approved in advance by RFA.

3. No reimbursements will be provided for any costs related to contracts or agreements for ESInet and/or NG core services renewed or extended without prior approval from both the 9-1-1 Advisory Committee and the RFA Board.

4. No reimbursements will be provided for any costs related to the creation of additional, permanent PSAPs within the State of South Carolina separate from the Official PSAP List (Appendix B) without the removal of an existing approved PSAP and without prior approval from both the 9-1-1 Advisory Committee and the RFA Board*.

    (*note: relocation, co-location, and/or consolidation of these approved PSAPs is allowed upon notification of such intent to RFA)

Revised and Effective Date: April 10, 2024

Appendix B
Official PSAP List

Abbeville County 9-1-1	Greenwood County 9-1-1 Backup
Aiken County Sheriff	Greer Police Department
Aiken Public Safety	Hampton County 9-1-1
Allendale County 9-1-1	Hanahan City Police and Fire
Anderson County 9-1-1	Hilton Head Dispatch Center
Anderson County 9-1-1 Backup	Horry County 9-1-1 Communications
Bamberg County Emergency Services	Horry County 9-1-1 Communications Backup
Barnwell County Sheriff's Office	Jasper County Communications
Batesburg-Leesville Police	Kershaw County Public Safety
Beaufort County E9-1-1	Kershaw County Public Safety Backup
Berkeley County Communications E9-1-1	Lancaster City Police
Berkeley County Communications E9-1-1 Backup	Lancaster County Public Safety Communications
Calhoun County	Laurens County 9-1-1
Cayce Police	Lee County E9-1-1 Communication Center
Charleston County Consolidated 911 Center	Lexington County Public Safety
Charleston County Consolidated 911 Center Backup	Lexington County Public Safety Backup
Cherokee County Department Of Communications	Marion County 9-1-1
Cherokee County Department of Communications Backup	Marlboro Dispatch Center
Chester County E9-1-1	Mauldin Police Department
Chesterfield County Emergency Services	McCormick County 9-1-1
Clarendon County Emergency Services	Myrtle Beach
Clemson Police Department	Newberry County E9-1-1
Clemson University	Newberry County E9-1-1 Backup
Clover Police Department	North Augusta Public Safety
Colleton County Sheriff's Office	North Myrtle Beach
Colleton County Sheriff's Office Backup	Oconee County Sheriff
Columbia-Richland 9-1-1 Communications Center	Oconee County Sheriff Backup
Columbia-Richland 9-1-1 Communications Center Backup	Orangeburg County 9-1-1
Darlington County Central Communications	Pickens County Sheriff
Dillon County E9-1-1	Pickens County Sheriff Backup
Dorchester County E9-1-1	Rock Hill City Police Department
Easley Police	Saluda County Sheriff's Office
Edgefield County Sheriff	Seneca Police
Fairfield County Emergency Management	Simpsonville Police
Fairfield County Emergency Management Backup	Spartanburg Communications 9-1-1 Department
Florence County Central Dispatch	Spartanburg Communications 9-1-1 Department Backup
Florence County Central Dispatch Backup	Summerville Police and Fire
Forest Acres Police	Sumter City Police
Fort Mill Police Department	Surfside Beach Police
Fountain Inn Police	Tega Cay Police Department
Georgetown County Communications E9-1-1	Travelers Rest Police Department
Georgetown County Communications E9-1-1 Backup	Union County Dispatch
Goose Creek Police Department	Union County Dispatch Backup
Greenville County Emergency Medical Services	University of South Carolina
Greenville County Hot Site	West Columbia Police Department
Greenville County Sheriff's Office	Williamsburg County 9-1-1
Greenville Police Department	York County Public Safety Communications
Greenwood County 9-1-1	York Police Department

Revised and Effective Date: April 10, 2024

Appendix C
Cost Reimbursement Budget for Calendar Year 2024

2024 Cost Reimbursement Budget			
PSAP	**Budget**	**PSAP**	**Budget**
Abbeville	$173,043	Greenwood	$312,312
Aiken	$638,124	Hampton	$203,295
Allendale	$76,629	Hanahan	$113,026
Anderson	$886,887	Horry	$1,514,361
Bamberg	$128,673	Jasper	$221,577
Barnwell	$148,481	Kershaw	$333,216
Beaufort	$1,455,029	Lancaster	$465,830
Berkeley	$585,566	Laurens	$383,503
Calhoun	$183,730	Lee	$142,426
Charleston	$1,664,482	Lexington	$1,267,271
Cherokee	$431,584	Marion	$121,865
Chester	$286,602	Marlboro	$125,834
Chesterfield	$188,772	McCormick	$92,808
Clarendon	$197,272	Newberry	$314,128
Clemson	$72,354	Oconee	$505,895
Colleton	$239,806	Orangeburg	$346,929
Darlington	$282,303	Pickens	$406,480
Dillon	$170,732	Richland	$1,718,232
Dorchester	$456,142	Saluda	$126,853
Edgefield	$197,457	Spartanburg	$970,996
Fairfield	$267,502	Summerville	$222,434
Florence	$702,817	Sumter	$454,530
Georgetown	$360,191	Union	$159,339
Goose Creek	$149,377	Williamsburg	$214,497
Greenville	$1,967,334	York	$828,816
		Total 2024 Cost Reimbursement Budget	**$23,477,342**

The total budget of $23,477,342 is based on available funding estimated in the fiscal model and includes approximately $6.5 million in non-recurring revenue from a draw-down in the fund balance.

Revised and Effective Date: April 10, 2024

Appendix D
Maximum Reimbursements Per PSAP for Calendar Year 2025

PSAP	CHE Allocations	CAD Allocations	Network Svc Chg Allocations	Call Recording Allocations	Local ESInet Service Allocations	Total Cost Reimbursement Allocations
			Cost Reimbursement Budget for Calendar Year 2025			
Abbeville	Hosted CHE	$39,348	$50,700	$11,452		**$101,500**
Aiken	$130,347	$98,370	$126,750	$28,630	$288,796	**$672,894**
Allendale	Hosted CHE	$26,232	$33,800	$7,635		**$67,667**
Anderson	Hosted CHE	$157,392	$202,800	$45,808		**$406,001**
Bamberg	Hosted CHE	$32,790	$42,250	$9,543		**$84,584**
Barnwell	$34,759	$26,232	$33,800	$7,635		**$102,426**
Beaufort	$147,727	$111,486	$143,650	$32,448	$250,238	**$685,549**
Berkeley	$182,486	$85,254	$109,850	$24,813	$198,479	**$600,882**
Calhoun	Hosted CHE	$39,348	$50,700	$11,452		**$101,500**
Charleston	$590,907	$249,205	$321,101	$72,530	$435,626	**$1,669,369**
Cherokee	Hosted CHE	$111,486	$143,650	$32,448		**$287,584**
Chester	$52,139	$39,348	$50,700	$11,452		**$153,639**
Chesterfield	Hosted CHE	$39,348	$50,700	$11,452		**$101,500**
Clarendon	Hosted CHE	$32,790	$42,250	$9,543		**$84,584**
Clemson	Hosted CHE	$19,674	$25,350	$5,726		**$50,750**
Colleton	Hosted CHE	$59,022	$76,050	$17,178		**$152,250**
Darlington	Hosted CHE	$59,022	$76,050	$17,178		**$152,250**
Dillon	Hosted CHE	$26,232	$33,800	$7,635		**$67,667**
Dorchester	$139,037	$104,928	$135,200	$30,539		**$409,705**
Edgefield	Hosted CHE	$39,348	$50,700	$11,452		**$101,500**
Fairfield	$69,519	$26,232	$33,800	$7,635		**$137,185**
Florence	$243,315	$118,044	$152,100	$34,356	$195,802	**$743,618**
Georgetown	Hosted CHE	$78,696	$101,400	$22,904		**$203,001**
Goose Creek	$43,449	$32,790	$42,250	$9,543	$65,746	**$193,779**
Greenville	$477,940	$281,995	$363,351	$82,073		**$1,205,359**
Greenwood	Hosted CHE	$52,464	$67,600	$15,269		**$135,334**
Hampton	Hosted CHE	$19,674	$25,350	$5,726		**$50,750**
Hanahan	$26,069	$19,674	$25,350	$5,726	$56,245	**$133,065**
Horry	$521,389	$288,553	$371,801	$83,982	$352,219	**$1,617,943**
Jasper	$69,519	$52,464	$67,600	$15,269		**$204,852**
Kershaw	Hosted CHE	$65,580	$84,500	$19,087		**$169,167**
Lancaster	$121,657	$91,812	$118,300	$26,722		**$358,491**
Laurens	Hosted CHE	$65,580	$84,500	$19,087		**$169,167**
Lee	Hosted CHE	$26,232	$33,800	$7,635		**$67,667**
Lexington	$304,144	$150,834	$194,350	$43,900		**$693,228**
Marion	Hosted CHE	$32,790	$42,250	$9,543		**$84,584**
Marlboro	Hosted CHE	$19,674	$25,350	$5,726		**$50,750**
McCormick	Hosted CHE	$26,232	$33,800	$7,635		**$67,667**

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Cost Reimbursement Budget for Calendar Year 2025						
PSAP	**CHE Allocations**	**CAD Allocations**	**Network Svc Chg Allocations**	**Call Recording Allocations**	**Local ESInet Service Allocations**	**Total Cost Reimbursement Allocations**
Newberry	$78,208	$39,348	$50,700	$11,452		**$179,709**
Oconee	$208,556	$118,044	$152,100	$34,356		**$513,056**
Orangeburg	Hosted CHE	$52,464	$67,600	$15,269	$192,887	**$328,221**
Pickens	Hosted CHE	$85,254	$109,850	$24,813		**$219,917**
Richland	$356,282	$229,531	$295,751	$66,804		**$948,367**
Saluda	Hosted CHE	$26,232	$33,800	$7,635		**$67,667**
Spartanburg	$269,384	$118,044	$152,100	$34,356	$337,463	**$911,348**
Summerville	$43,449	$32,790	$42,250	$9,543	$75,246	**$203,279**
Sumter	$86,898	$65,580	$84,500	$19,087		**$256,065**
Union	Hosted CHE	$26,232	$33,800	$7,635		**$67,667**
Williamsburg	$69,519	$52,464	$67,600	$15,269		**$204,852**
York	$225,935	$170,508	$219,700	$49,626		**$665,770**
				Total 2025 Cost Reimbursement Budget		**$16,905,327**

notes:
1. Allocations for CHE, CAD, Network Service Charges, and Call Recording represent the maximum amounts per seat (or caps) allowed; unused funds from these categories may be applied to other items eligible for reimbursement listed in the policy.
2. The reimbursement is based on available funding estimated in the funding model; these allocations are estimated to cover 100% of the average or statewide cost of these items.
3. Local ESInet allocations include maximum cost reimbursements for contracts signed prior to August 2022 through their current expiration date or 2027, whichever comes first.