STATE OF WASHINGTON

MILITARY DEPARTMENT

Emergency Management Division

Camp Murray - Tacoma, Washington 98430-5000

Enhanced 911 Wireless Operations Contract Policy

Effective July 1, 2005

Purpose

The purpose of this document is to delineate eligibility policies and procedures for state funding of county wireless Enhanced 911(E911) operations. It is promulgated pursuant to state laws listed below.

References

Chapters 38.52 and 82.14.B, Revised Code of Washington (RCW)
Chapter 118-66, Washington Administrative Code (WAC)

Applicability

This policy applies to:

- The State 911 Coordinator as he or she determines funding allocations to eligible counties;
- Counties requesting financial assistance to operate E911; and,
- Wireless operations contracts with a beginning date of July 1, 2005.

This policy supercedes all previous *Wireless Implementation and Operations Contract Policies* and remains in effect until superceded.

General Eligibility Criteria

- Only counties that have implemented and continuously collect the county 50 cents per subscriber line wireless E911 excise tax are eligible for operational assistance.
- State assistance is available only to the extent that E911 expenses eligible under WAC 118-66 exceed the county wireless E911 excise tax revenues during the contract period.
- The county 911 system must be completely enhanced for wireless 911 services.
- Funding is for primary Public Safety Answering Point (PSAP) only, unless otherwise specified in the policy.
- For this contract period, common elements are to be split 40% wireless and 60% wireline based upon the statewide average in the Call Volume Report.

Local Tax Revenue

The County must estimate the local 50 cents per wireless subscriber in order for their E911 excise tax figures to be included in the county application. Include only revenues from county taxes on the appropriate application.

Effective Date This policy is effective beginning July 1, 2005 and applies to all wireless county assistance contracts dated after June 30, 2005 until superceded.

Deadline Applications for operations financial assistance from the state for the next Washington state fiscal year must be received at the state office no later than April 8 at 5 p.m. Applications received after that date will be considered at a lower priority for funding *(and may not even receive state funding)* than those county applications received by the posted deadline.

Definitions

E911 (E911) System For the purposes of this policy, the E911 system is defined as Statewide Dialing, Basic Service, and Capital Items. The E911 system enables the public to report emergencies to a PSAP and includes Selective Routing and Automatic Number Identification/ Automatic Location Identification (ANI/ALI) equipment and systems. The E911 system does not include equipment or networks used for communications between a PSAP and any other non-PSAP entity *(dispatch centers, public safety agencies, officers, units, or personnel)* and only includes network charges for backup PSAPs.

Primary PSAP For the purposes of this policy, the primary PSAP is the location *(limited to one per county)* to which 911 calls originating in a given area are initially routed automatically.

Backup PSAP For the purposes of this policy, backup PSAP is the alternate location to which 911 calls originating in a given area are routed when the primary PSAP is non-operational or is otherwise unavailable.

Warrant Number For the purposes of this policy, , the warrant number is the unique identifying number assigned to the payment or fund transfer vehicle that documented the claimed reimbursable expense. This could be a warrant number, a voucher number, a check number, or an expensing Journal Voucher number if the number is unique to the expense documented.

Carrier Cost Recovery For the purposes of this policy, carrier cost recovery is the negotiated rate paid to carriers to reimburse for actual costs of wireless Phase I or II expenses. This is a wireless expense and does not affect wireline reimbursement funding.

Phase I E911 Service For the purposes of this policy, Phase I E911 service is the service that facilitates the selective routing of wireless 911 calls and the display of Phase I ANI at the PSAP.

Phase II E911 Service For the purposes of this policy, Phase II E911 Services is the service provided by a radio communications service company, (also know as a wireless carrier), that delivers both Phase I 911 services and the latitude, longitude and, when available, altitude of the wireless customer.

Priorities

State financial assistance for the operation of E911, consistent with fund availability and legislated expenditure authority, shall be made available for reimbursement of WAC-eligible expenses supporting *(in ranked priority)*:

- Statewide Dialing;
- Basic Service; and,
- Capital Equipment.

Eligible Items

Reimbursement will be made, consistent with funds availability, for those items identified in WAC 118-66. *(See the attached reimbursement schedules for primary and backup PSAPs.)*

Items listed in the attached schedules are ranked in order of funding priority. Items at the top of the list will be funded first, followed in order by the remainder until all items are funded or the available funding is exhausted. Items will be funded at 100 percent of requested amount, subject to reimbursement limits set in policy or WAC limitations. Eligible amounts will not be pro-rated to partially fund items not covered in the priority order.

The cost of leasing E911 equipment is an eligible expense if it has been determined to be reasonable, prudent and has the approval of the State 911 Coordinator. In no case should an agreement to reimburse lease costs be taken other than as a current agreement based on current funding availability.

Ineligible Items

Notwithstanding criteria used heretofore (e.g., during the implementation phase), expenses not directly associated with the operation of the E911 system are not eligible for state financial assistance for E911 operations. These include, but are not necessarily limited to:

- Expenses associated with the deconsolidation of a PSAP and/or public safety dispatch functions
- Purchase, maintenance, or replacement of radio systems
- Facility remodeling costs
- Insurance
- Supplies or incidentals (e.g., tapes, batteries)
- Public education costs
- Building maintenance and utilities
- Security system and key costs
- Weather station or information costs
- Americans with Disabilities Act facility upgrade costs
- Call receiver work-station furniture or consoles
- 911 and other administrative phone lines

Travel costs (*except for those costs associated with training for call receivers, Mapping/MSAG position(s) travel to forums, and 911 Coordinators travel to training, forums, and Advisory Committee meetings as outlined in sections S15.0, S16.0, and B5.0). For more details see the Training, Coordinator Forum & Travel Policies.*

Division of Expenses

This program reimburses counties for eligible items that have already been paid by the county. Counties must submit documentation of costs to the state office to receive reimbursement. The documentation will include warrant numbers documenting costs incurred for the county portion as well as for the state reimbursement.

In the preparation of operations contracts, the state office will assign expenses to either the "County Share" (i.e. , costs to be borne by the county) or the "State Share" (i.e., costs to be reimbursed by the state under the terms of the contract). The program requires that state funds supplement the full expenditure of the County Share. State staff will assign items to the County Share column in priority order. Once local county funds have been exhausted, state funds will be assigned to items based upon priority within the policy.

Elements identified in this policy that are common with the wireline 911 system will be funded on a pro-rated basis between wireless and wireline funding sources. Common elements will be splint 60% wireline and 40% wireless.

Unless otherwise specified, reimbursement will be limited to reasonable and prudent expenses.

Equipment purchases must follow state and county procurement policies and be approved by the State 911 Coordinator prior to entering into a purchase agreement for the equipment. Counties are responsible for adherence to state and local purchasing regulations.

Counties that have not entered into agreements *(through bidding process/contract/purchase order/etc.)* to purchase equipment by165 days prior to the contract end date will have the amount funded for equipment purchase reduced from the contract amount by the State 911 Coordinator unless they can clearly demonstrate that the equipment will be acquired and installed prior to the contract end date.

Counties that have not funded training for Call receiver or 911 Coordinators by January 15, 2006 of the current contract period will have the funds reduced from the contract amount by the State 911 Coordinator.

Documen-tation

The county must supply documentation including date paid, vendor, warrant number, warrant total and applicable 911 item categorization in a format supplied by the state. Both county expenses required to meet the county obligation to expand local 911 excise tax revenues and expenses for which reimbursement is being requested from the state must be documented.

These expense reports and requests for reimbursement must be submitted by the 15th day of the month following the month in which the payment was

Documen-tation *(Continued)*

made.

The state reserves the right to give priority to the processing of payment requests from counties that are current in their reimbursement requests.

The state will contact counties if questions concerning submitted requests for reimbursement prevent processing the request. The state will confirm that the request for clarifications is known to the county within a week of the first request. If at the end of 10 working days the county has not responded, the state may process the request with the items in question not included in the reimbursement. Once clarified, the items will be included in the counties next reimbursement request.

The county must supply a copy of bills or other documentation if requested by the state. Such requests in no way relieve the county of the obligation to retain documentation at the county.

Application Assistance

The state office is available to help those counties apply for operations' financial assistance. Call the E911 Program Manager at 253.512.7018 or the Customer Support Supervisor at 253.512.7014 if you have questions or desire assistance in completing the application.

Deobligated Funds and possible End of Year Payouts

Counties that return unused funds at the end of the fiscal year will have any possible end of the year funding reduced based on returned funds.

APPROVED:

Robert Oenning
State 911 Coordinator

7 April 2005
Date

Attachment 1: Reimbursement Schedules
Statewide Dialing – Priority 1

Item	Reimbursement
S1.0 Switching Office Enabling	Tariffed charges for the Switching Office *(commonly referred to as the Central Office)* to recognize and accept the digits 9-1-1 for primary and backup PSAPs. **(Wireline specific cost).**
S2.0 Selective Routing	Tariffed charge that allows the 911 call to be routed to a pre-designated PSAP. Wireless and wireline cost **(Common Element).**
S3.0 Phase I Interface with the Selective Router	***LEC interface costs are currently paid by the state office.*** **(Wireless specific cost).**
S4.0 911 Voice Network	Tariffed charges for switching systems and circuits, which provide the connection between the switching office and the PSAP. For ease of documentation, <u>included in S1.0 switching office enabling</u>. **(Wireline specific cost).**
S5.0 Phase I 911 Voice Network	Tariffed charges of the dedicated 911 trunks between the Selective Router and the PSAP. <u>Included in S2.0 Selective Routing</u>. Wireless and wireline cost. **(Common Element).**
S6.0 Automatic Number Identification (ANI)	100 percent (primary PSAP) tariffed charge of the E911 system that allows for the automatic display of the telephone number used to place a 911 call. <u>Included in S1.0 switching office enabling</u>. **(Wireline specific cost).**
S7.0 Phase I Interface to the ALI Database	Tariffed charge of the physical connection of Phase I ALI Data Circuits from a Service Control Point (SCP) or Selective Router to the ALI Database, and the ALI feature enabling of the Circuits. ***(Wireless specific LEC)*** ***<u>This is part of the LEC Interface cost currently paid by the State Office</u>.***
S8.0 Phase I ALI Database	A computer database used to update the Mobile Directory Number (MDN) information of customer and Cell Site Address and Cell Sector Information. ***(Wireless specific LEC)*** ***<u>This is part of the LEC Interface cost currently paid by the State Office</u>.***

Item	Reimbursement Rate
S9.0 ANI/ALI Controllers	ANI/ALI Controllers and necessary interfaces to send data to other PSAP equipment. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911Coordinator. Maintenance: *See Telephone System Policy*. Wireless and wireline cost. **(Common Element).** *Usually part of the Phone System.*
S10.0 Phase II CAD System Upgrades	ZERO COSTS ELIGIBLE AFTER IMPLEMENTATION FY 04.
S11.0 Telephone System	Telephone system compatible with E911, only the portion used to answer 911 calls. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911 Coordinator. Maintenance: *See Telephone System Policy*. Wireless and wireline cost **(Common Element).**
S12.0 ANI/ALI Display Equipment	The equipment at the PSAP call answering position necessary for the display of ANI and/or ALI. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911Coordinator. Maintenance: *See Telephone System Policy*. Wireless and wireline cost **(Common Element).** Usually part of the Phone System.
S13.0 PSAP Mapping Maintenance	Maintenance of the hardware and software of the system capable of converting Phase II latitude and longitude *(and, if available, altitude)* to a map display at the 911 call- taking position in the PSAP. Can be used for maintenance agreements with vendors, time and materials, and/or as salaries for internal employee to maintain. Maintenance: *See PSAP Mapping Policy*. **(Wireless Specific Cost).**
S14.0 ALI/DMS Service	Tariffed charges for a system of manual procedures and computer programs used to create, store, and update the data required for automatic location identification (ALI) in support of E911. **(Wireline Specific Cost-Database Charges).**

S15.0 County E911 Coordinator Duties	Each contract period the Board of County Commissioners shall designate one person to be the County E911 Coordinator. Up to $57,000 in salary and benefits for this person *(excluding L&I costs)*. Coordinator must attend 50 percent of the scheduled state E911 Advisory Committee meetings and 100% of the Coordinator Forums. *(See contract for schedule)*. Absences must be pre-approved by an E911 Program representative and may be granted on a case-by-case basis. Training for the County E911 Coordinator not to exceed $3,000 per year. *(For details, see Training Policy)*. Total amount for salary, benefits, and training not to exceed $60,000 per year. Reimbursement for Coordinator Forums and Advisory Committee meetings are in accordance with state travel regulations, and will be paid as outlined in the Coordinator Forum Policy. Wireless and wireline cost **(Common Element).**
S16.0 Master Street Address Guide (MSAG) Coordinator Phase I MSAG Coordinator E911 Mapping Administrator	Each contract period the County Coordinator shall designate one or more people to fill the following positions outlined in this section. The actual, documented costs *(salaries and benefits would exclud L&I costs)* for: Master Street Address Guide (MSAG) Coordinator • The function of maintaining a database of street names and address ranges within their associated postal communities defining emergency service zones for 9-1-1 purposes. Phase I MSAG Coordinator • Maintaining a Master Street Address Guide associated with each Cell Sector that provides Cell Site and Cell Sector identification, address, coverage information, service provider name, and PSAP of the Cell Sector for automatic display at the PSAP when a wireless 911 call is processed by that Cell Sector. E911 Mapping Administrator • Mapping Administration will include personnel necessary to create and maintain map data necessary to interpret Phase II E9-1-1 latitude and longitude (and, when available, altitude), and to display the data on a PSAP call answering position. Combined total amount for salary, benefits, and other costs not to exceed $51,000 per year. Reimbursement for Coordinator Forums are in accordance with state travel regulations, and will be paid as outlined in the Coordinator Forum Policy. Wireless and wireline cost **(Common Element).**

Item	Reimbursement Rate
S17.0 E911 Mapping Administration	This is for hardware and software for E911 for the Mapping Administrator to manage the mapping data. Limited to $5,000. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911 Coordinator. Wireless and wireline cost **(Common Element)**.
S18.0 TDD/TTY and Maintenance of TDD/TTY	A telecommunications device that permits typed telephone conversations with or between, deaf, hard of hearing, or speech impaired people with a machine at their location. Purchase price not to exceed $1,000 per position, but not eligible if already included in telephone system. Maintenance: *See Telephone System Policy*. Wireless and wireline cost **(Common Element).** *Usually part of the Phone System.*
S19.1 Traffic Studies between the Mobile Switching Center (MSC) and the Selective Router	911 call studies performed by a telecommunications' provider between the Mobile Switching Center (MSC) and the Selective Router (SR). **(Wireless specific cost)**.
S19.2 Traffic Studies between the Switching Office and the Selective Router	911 call studies performed by a telecommunications provider between the Switching Office and the Selective Router (SR). **(Wireline specific cost).**
S20.0 Traffic Studies between the Selective Router and the PSAP	911 call studies performed by a telecommunications provider between the Selective Router and the PSAP. Wireless and wireline cost. **(Common Element)**.

Basic Service – Priority 2

B1.0 911 Call Receiver Salaries and Benefits	Up to $150,000 in salary and benefits *(excluding L&I costs)* for employees whose primary function is to answer 911 calls. Cost reimbursement can include part-time as well as full-time Call Receivers. Wireless and wireline cost **(Common Element)**.

Item	Reimbursement Rate
B2.0 Un-interruptible Power Supply (UPS) and Maintenance	A system designed to provide power, without delay or electrical transients, during a period when the normal power supply is incapable of performing acceptably. Only for PSAP WAC eligible equipment and should provide a minimum of 30 minutes of operations. Maintenance: *See UPS Policy*. Wireless and wireline cost **(Common Element).**
B3.0 Night Service	A feature that forwards all 911 calls routed to a designated PSAP to an alternate directory number pre-assigned for that PSAP. The alternate directory number may be associated with another PSAP or other alternate destination. Wireless and wireline cost **(Common Element).**
B 4.0 Route Diversity between Selective Router and PSAP	A method of assuring continuity of service by using multiple transmission routes to deliver a particular service between two points on a network. Tariffed charges for non-recurring and recurring charges for primary PSAP only. Wireless and wireline cost **(Common Element).**
B5.0 Call Receiver Training	The dollar amount in the contract will be based on up to 110 percent of the previous years expense. Not to exceed $2,000 per year for each Call Receiver at the primary PSAP. NOTE: Additional funding for eligible training costs, up to the $2,000 limit will be routinely approved by program staff upon receipt of requests by county. *(For details, see Training Policy)* Wireless and wireline cost **(Common Element)**.
B6.0 Language Line Charges	Language interpreter services for 911 calls. Actual Costs will be reimbursed. Wireless and wireline cost **(Common Element)**.
B7.0 Instant Call Check Equipment and maintenance	Equipment which records 911 call conversations for immediate playback on demand. One per 911 call-receiving position, telephone only *(i.e., not radio)*. May be part of another system. Maintenance: *See Telephone Systems Policy*. Wireless and wireline cost **(Common Element).**
B8.0 Mapping Display	Equipment capable of displaying 911 call locations on a map. The request must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911 Coordinator. Wireless and wireline cost **(Common Element).**

Item	Reimbursement Rate
B9.0 911 Management Information Systems (MIS)	Equipment that collects, stores and compiles 911 call data into reports and statistics. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing equipment, written approval must be received from the State 911 Coordinator. Wireless and wireline cost **(Common Element).**
B10.0 Call Detail Recorder and/or Printer and Maintenance	Equipment used to store, record, and/or print ANI/ALI information for 911 calls. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911 Coordinator. Maintenance: *See Call Detail Policy*. Wireless and wireline cost **(Common Element).**
B11.0 Headsets for 911 Call receivers	Limited to one per call receiver, per year for up to 50% of total call receivers. Maintenance to include accessories and replacement parts (to include batteries). Wireless and wireline cost **(Common Element).**
B12.0 Costs associated with Destruction of E911 Records	Not to exceed $500 per year. Wireless and wireline cost **(Common Element).**
B13.0 911 Coordinator Electronic Mail (e-mail)	Not to exceed $500 per year. Wireless and wireline cost **(Common Element).**

Capital Items – Priority 3

C1.0 Logging Recorder for 911 calls and Maintenance	A device that is capable of time stamping, recording and replaying 9-1-1 call conversations. *See Logging Recorder Policy*. Wireless and wireline cost **(Common Element)**.
C2.0 Computer-Aided Dispatch (CAD) System Hardware and Software	Equipment capable of receiving and disseminating detailed information related to emergency services call taking and dispatching. *See Computer Aided Dispatch (CAD) Policy.*. Wireless and wireline cost **(Common Element)**.

Item	Reimbursement Rate
C3.0 Auxiliary Generator to Support 911 Emergency Telephone Service for Backup and Maintenance	A devise designed to be a source of long-term emergency power sized appropriately to pick up the PSAPs critical loads. Not to exceed $40,000 and must be pro-rated if used for other than-PSAP organizations. The requested amount must be reasonable, prudent and applicable to 911. Prior to purchasing the equipment, written approval must be received from the State 911 Coordinator. Maintenance: *See Auxiliary Generator Policy*. Wireless and wireline cost **(Common Element)**.
C4.0 Clock Synchronizer, Maintenance	An accurate timing device that generates synchronous signals to control other clocks or equipment. *See Clock Synchronizer Policy*. Wireless and wireline cost **(Common Element)**.