Washington Military Department Emergency Management Division	Effective Date: July 1, 2009 # E911 COUNTY CONTRACT POLICY **Cancels all previous E911 Operations Contracts Policies** **See Also:** WAC 118-66 E911 Auxiliary Generator Support Policy E911 Call Detail Recorder/Printer Support Policy E911 Clock Synchronizer Support Policy E911 Computer-Aided Dispatch (CAD) Support Policy E911 Coordinator Forum Attendance Policy E911 Logging/Voice Recorder Support Policy E911 PSAP Mapping Support Policy E911 Public Education Policy E911 Telephone System Support Policy E911 Training Policy E911 Uninterruptible Power Supply (UPS) Support Policy E911 Year End Supplemental Funding Distribution Policy E911 10-Digit Telephone Line Support Policy

COUNTY CONTRACT POLICY

This policy applies to counties with contracts with the State E911 Office. Only counties that have implemented and continuously collect a county 50-cents per wireline and wireless subscriber line E911 excise taxes are eligible for assistance.

County contracts contain three elements: Statewide Services (E911 Coordinator Professional Development [CPD]), Operations, and Year End Supplemental (YES).

1. **Priorities**

   a. Per RCW 38.52.540, the State E911 Coordinator is "authorized to enter into statewide agreements to improve the efficiency of enhanced 911 services for all counties..."
   b. Per RCW 38.52.545, 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):
      1. Statewide Dialing.
      2. Basic Service.
      3. Capital Equipment.
   c. Items listed in the attached reimbursement schedule are in order of priority for funding. 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.

2. Reimbursements for County Contracts

a. The State E911 Office reimburses counties for eligible items that have already been paid by the county.
b. Counties must have a contract with the State E911 Office in order to be reimbursed.
c. Reimbursement will be made, contingent upon funding availability, only for items identified in RCW 38.52.545 and WAC 118-66.
d. Items will be funded at 100 percent of requested amount, subject to reimbursement limits set in policy or WAC limitations.
e. Eligible amounts will not be pro-rated to partially fund items.
f. Funding is for primary Public Safety Answering Point (PSAP) only, unless otherwise specified in the policy.
g. All line items are common elements and will be split 40 percent wireline and 60 percent wireless, consistent with State E911 revenues received.
h. Call Receiver salaries line item has been increased based on the Seattle Consumer Price Index for the previous year. There is no increase applied to any other salary line item.

3. Ineligible Items

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:

a. Expenses associated with the deconsolidation/de-regionalization of a PSAP and/or public safety dispatch functions.
b. Purchase, maintenance, or replacement of radio systems.
c. Facility remodeling costs.
d. Insurance. (except for eligible employee benefits: medical, dental, Labor and Industries insurance premiums)
e. Supplies or incidentals (e.g., tapes, batteries, etc.).
f. Building maintenance and utilities.
g. Security system and key costs.
h. Weather station or information costs.
i. Americans with Disabilities Act facility upgrade costs.
j. Administrative phone lines (10-digit numbers).

4. Expenses and Documentation

a. Counties must submit documentation of expenditures of eligible items to the State E911 Office. Documentation will include vendor name, warrant number and date, and applicable E911 item categorization in forms supplied by the State E911 Office.
b. These expense reports and/or requests for reimbursement must be received by the 30th day following the month in which the payment was made. For those counties that have "Action Plans" due to audit findings, additional hard copy documentation must also be received by 30th day following the month in which the payment was made.
c. Expense Reports not received by the 30th day due date, including additional hard copy documentation as required by "Action Plan" will not be reimbursed. However, revenues reported in the Expense Reports will be counted as part of the County's local revenue.
d. Expense Reports will be processed in the order received by the State E911 office.

e. The State E911 Office may request additional documentation and/or information from counties pertaining to their reimbursement requests. A delay in providing the requested information may result in a delay in reimbursement or a reduced reimbursement.
f. Prior to occurring costs for training, County must submit a written request to the state E911 Office for review and approval. Without prior written approval, the training expenses may not be eligible for reimbursement.
g. All approved training expenses must be submitted as a whole after the event with the exception of conference registration fee.
h. Training expenses are exempt from the 30 day submittal requirement, but must be submitted for reimbursement within 60 days of the actual event.
i. Prior to purchasing or leasing any equipment or software, the county must submit a quote to the State E911 Office for review and approval. Without prior written approval, the purchase or lease may not be eligible for reimbursement.
j. All requests for purchasing or leasing equipment or software must be submitted to state office for approval no later than February 28.

5. Mid-Year Review

E911 Coordinators are required to review their E911 budget and determine if their contract amount needs to be increased. A summary of the review for contract funding adjustments must be submitted to the State E911 Office no later than February 28. State office will only create amendments for counties that need an increase in funding.

6. Statewide Services

a. Statewide services benefit all counties and do not require local revenue to be used prior to state reimbursement.
b. Some of the statewide services are paid directly by the State E911 Office and some are reimbursed through the county contracts.

7. Operations Section Eligibility

a. State assistance is available only to the extent that E911 eligible expenses exceed county E911 wireline and wireless excise tax revenues during the contract period.
   1. The County must estimate the local revenue received from the 50-cent county E911 excise taxes over the contract period.
   2. The County must use all local E911 excise tax revenues prior to receiving any state funding.
b. The county E911 system must be completely enhanced for wireline and wireless E911 services.

8. Year End Supplemental (YES) Funding Section

All counties are eligible for Year End Supplemental funding. The County must spend all local E911 funds on E911 eligible items per WAC 118-66-050. For this funding, the cap on call receiver salaries is lifted.

Approved by: 9/22/09
Robert Oenning, State E911 Administrator

Attachment:
Direct Paid Services Schedule
County Contract Reimbursement Schedule

E911 COUNTY CONTRACT POLICY
DIRECT PAID SERVICES SCHEDULE

Effective Date: July 1, 2009

Statewide services benefit all counties and do not require local revenue to be used.

The following are paid directly by the State E911 Office:

1. Switching office enabling.
2. Selective routing.
3. Traffic Studies.
4. Automatic Location Identification (ALI) Data Management System (Database), not to exceed $1.2 million per fiscal year.
5. Night service.
6. Frame relay / ALI transport.
7. Intertandem transfer trunks.
8. Telecommunications Services Priority.
9. Language line.
10. Call receiver training contracted with State E911 Office.
11. Telecommunications Devices for the Deaf/Teletype (TDD/TTY) training contracted with State E911 Office.
12. Mapping data software contracted with State E911 Office.
13. Coordination and facility expenses for Coordinator Forums (not to include attendance travel reimbursements).
14. Coordination and facility expenses for Advisory Committee/subcommittee meetings (not to include attendance travel reimbursements).

COUNTY CONTRACT REIMBURSEMENT SCHEDULE
COORDINATOR PROFESSIONAL DEVELOPMENT (CPD) SECTION

Statewide services benefit all counties and do not require local revenue to be used prior to state reimbursement.

The following are reimbursed through county contracts:

ELIGIBLE ITEM		STATE REIMBURSEMENT
		Travel reimbursement is authorized for the following:
CPD1	Advisory Committee Meeting Attendance AC Subcommittee Meetings Coordinator Forum Attendance State E911 sponsored Training Attendance	Advisory Committee (AC) Meetings: E911 Coordinator or designee is encouraged to attend all AC meetings. Per contract, the E911 Coordinator must attend at least five AC meetings. AC Subcommittee Meetings: Subcommittee members are authorized travel reimbursement for those meetings they attend. Coordinator Forums: Up to two PSAP/E911 Office employees to attend Coordinator Forums, including the E911 Coordinator. The E911 Coordinator must attend all Coordinator Forums. State E911 sponsored Training: Each County must request pre approval to attend state sponsored training. *See: Coordinator Forum Policy, Training Policy*
CPD2	National Conferences	The E911 Coordinator is authorized up to **$2,000** to attend national 911 related conferences. A substitute of a primary PSAP/E911 office employee may be pre-approved if requested. Must be pre-approved by the State E911 Office *See: Training Policy*
CPD3	Educational Material Development	Up to $**2,000** is authorized for expenses directly related to informing the public of the capabilities, limitations, and proper use of E911. Expenses must be pre-approved by State E911 Office. *See: Public Education Policy*

STATEWIDE DIALING - OPERATIONAL SECTION		
ELIGIBLE ITEM		**STATE REIMBURSEMENT**
S1	Telephone System (may include ANI / ALI Controllers, TDD/TTY Equipment, Instant Call Check)	Purchase or lease and installation of the hardware and software components required to support an E911-telephone system including spares kit and is compliant or compatible with future Next Generation Technology requirements. Must be pre-approved by state office. *See: Telephone System Support Policy*
S1.1	Telephone System Maintenance	Maintenance shall not exceed 10% of approved purchase price. Can be used for agreements with vendors, time and materials, hardware/software, and/or salaries/training for internal employee to maintain system. *See: Telephone System Support Policy, Training Policy*
S1.2	Telephone System Display Equipment	Replacement of ANI/ALI display equipment. Capped at **$500** per PSAP E911 call receiving position, based on a three-year life cycle and must be pre-approved by state office. *See: Telephone System Support Policy*
S1.3	Telephone System CPUs	Replacement of Telephone system Central Processing Units (CPU) at the call receiver work station based on a three-year life cycle and must be pre-approved by state office. *See: Telephone System Support Policy*
S2	PSAP Mapping Administration	Purchase of hardware and software for E911 for the Mapping Administrator to manage the mapping data. Capped at **$7,000**. Must be pre-approved by state office. *See: PSAP Mapping Support Policy*
S2.1	PSAP Mapping Administration Maintenance	Maintenance shall not exceed 10% of the approved purchase price. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: PSAP Mapping Support Policy, Training Policy*
S2.2	Migration to new mapping platform/software	A one-time purchase of a required migration to new mapping platform or software is limited to **$15,000** per PSAP. Must be pre-approved by state office *See: PSAP Mapping Support Policy*
S3	E911 Coordinator – Salary	Salary and benefits may not exceed **$63,807**.
S3.1	E911 Coordinator – Training	Training shall not exceed **$3,000** and must be pre-approved by state E911 office *See: Training Policy*
S3.2	E911 Coordinator – Public Education Coordinator – Salary	Salary assistance may not exceed **$7,273** to assist with local public education efforts. Public Education Coordinator must be a person other than the E911 Coordinator. Backfill is not eligible under this line item. *See: Public Education Policy*
S3.3	E911 Coordinator – Training Coordinator – Salary	Training Coordinator salary assistance may not exceed **$7,273** to assist PSAP training. Training Coordinator must be a person other than the E911 Coordinator. Back fill is not eligible under this line item.

		See: Training Policy
S3.4	E911 Coordinator - Information Technology - Salary	Salary assistance may not exceed **$27,014**, per PSAP, to support and maintain WAC-eligible E911 equipment. IT support must be a person other than the E911 Coordinator. Back fill is not eligible under this line item.
S3.5	E911 Coordinator – IT - Training	Training shall not exceed **$10,000** to support WAC-eligible E911 equipment and must be pre-approved by state E911 office. *See: Training Policy*
S4	Master Street Address Guide Coordinator E911 Mapping Administrator	Salary and benefits shall not exceed **$57,090.** MSAG Coordinator and/or Mapping Administrator who spend at least 50 percent of their time performing MSAG or Mapping Administrator duties may request 100 percent of their salary up to capped amount combined. Those who spend less than 50 percent of their time as MSAG Coordinator and/or Mapping Administrator, actual time spent is reimbursable. MSAG Coordinator and/or Mapping Administrator must be someone other than E911 Coordinator. Back fill is not eligible under this line item.
S4.1	MSAG Coordinator /Mapping Administrator Training	Training shall not exceed **$5,000** and must be pre-approved by state E911 office. *See: Training Policy*

BASIC SERVICE – OPERATIONAL SECTION		
ELIGIBLE ITEM		**STATE REIMBURSEMENT**
B1	E911 Call Receiver Salaries and Benefits	Up to **$221,726** in salary for Call Receivers. Call Receivers are defined as a person(s) whose primary function or at least 50 percent of their time is sitting at a console, hired, trained and prepared to answer 911 calls. Cost reimbursement can include part-time as well as full-time Call Receivers. Employees, whose primary function is something other than call receiving, but fill in on a relief or random basis, are not eligible under this policy.
B2	Uninterruptible Power Supply (UPS)	Purchase or lease and installation of the hardware and software components required to support PSAP WAC eligible equipment and should provide a minimum of 30 minutes of operations. Must be pre-approved by state office. *See: UPS Support Policy*
B2.1	UPS Maintenance	Maintenance shall not exceed 10% of approved purchase price. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system and to systematically replace aging batteries. *See: UPS Support Policy, Training Policy*
B2.2	UPS Battery Replacement	Replacement of an entire battery bank must by pre-approval by state office. *See: UPS Support Policy*
B3	Route Diversity between Serving End Office 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.
B4	Call Receiver Training	Total training funds are calculated at **$2,000** per year for each full time Call Receiver at the primary PSAP. May also be used for salary of new call receiver hire while enrolled in new hire internal/external training. Limited to **$2,000** for each new hire salary. Must be pre-approved by state E911 office. *See: Training Policy*
B5	Instant Call Check	Equipment which records E911 call conversation for immediate playback on demand. One per PSAP E911 call receiver position, telephone only (i.e. no radio) may be part of telephone system. Must be pre-approved by state office. *See: Telephone System Support Policy*
B5.1	Instant Call Check Maintenance	Maintenance shall not exceed 10% of approved purchase price. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: Telephone System Support Policy, Training Policy*
B6	Mapping Display Equipment	Replacement of display equipment capable of displaying E911 call locations on a map. Capped at **$500** per PSAP E911 call receiving position, based on three-year life cycle and must be pre-approved by state office.

		See: PSAP Mapping Support Policy
B7	E911 Management Information Systems (MIS)	Equipment that collects, stores, and collates E911 call data into reports and statistics. Must be pre-approved by state office. *See: Telephone System Support Policy*
B7.1	E911 MIS Maintenance	Maintenance shall not exceed 10% of approved purchase price. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: Telephone System Support Policy, Training Policy*
B8	Call Detail Recorder and/or Printer	Purchase or lease and installation of the hardware and software components required to support the call detail recorder. Must be pre-approved by state office. *See: Call Detail Recorder Policy*
B8.1	Call Detail Recorder/Printer Maintenance	Maintenance shall not exceed 10% of approved purchase price. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: Call Detail Recorder Policy, Training Policy*
B9	Headsets for E911 Call Receivers	Limited to one per call receiver per year; maintenance to include accessories and replacement parts (including batteries). Headsets do not need prior state approval.
B10	Costs Associated with Destruction of E911 Records	Shall not exceed **$500** per year.
B11	E911 Coordinator Electronic Mail	Shall not exceed **$500** per year for electronic mail service. May be used for device to access E911 email (except computer/laptop).

CAPITAL ITEMS – OPERATIONAL SECTION		
ELIGIBLE ITEM		**STATE REIMBURSEMENT**
C1	Logging/Voice Recorder for E911 Calls (May include Instant Call Check capability)	Purchase or lease and installation of the hardware and software components required for basic logging/voice recorder as defined in NENA recommended standards. Must be pre-approved by state office *See: Logging /Voice Recorder Support Policy*
C1.1	Logging/Voice Recorder Maintenance	Maintenance shall not exceed 10% of approved purchase price. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: Logging /Voice Recorder Policy, Training Policy*
C2	Computer-Aided Dispatch (CAD) System Hardware and Software	Purchase or lease and installation of the hardware and software basic components. At a minimum shall consist of hardware, call entry module, geodata module interface to GIS, Teletype interface and ANI/ALI controllers. Must be pre-approved by state office See: *CAD Support Policy*
C2.1	CAD System Hardware and Software Maintenance (May include TDD/TTY Equipment	Maintenance shall not exceed 10% of approved purchase price. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: CAD Support Policy, Training Policy*
C2.2	CAD Interfaces	Interfaces to police, fire, and emergency medical dispatch call processing modules are eligible and limited to a total of **$30,000**. Must be pre-approved by state office. *See: CAD Support Policy*
C2.3	CAD Display Equipment	Replacement of display equipment. Capped at **$1,000** per Public Safety Answering Point (PSAP) E911 call receiving position, based on a three-year life cycle and must be pre-approved by state office. *See: CAD Support Policy*
C2.4	CAD CPUs	Replacement of CAD computer at the call receiver work station, based on a three-year life cycle and must be pre-approved by state office. *See: CAD Support Policy*
C3	Auxiliary Generator	Purchase or lease and installation of an auxiliary generator to support E911 telephone services for back up purposes. Shall not exceed **$40,000** and must be pro-rated if used for other than PSAP organizations. Must be pre-approved by state office. *See: Auxiliary Generator Support Policy*
C3.1	Auxiliary Generator Maintenance	Maintenance shall not exceed 10% of approved purchase price or $4,000, whichever is less. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: Auxiliary Generator Support Policy, Training Policy*

C4	Clock Synchronizer	Purchase or lease and installation of the hardware and software components required for a basic clock synchronizer as recommended by NENA requirements to include the necessary modules purchased at the same time to integrate the master clock signaling to the PSAP's electronic system. Must be pre-approved by state office. *See: Clock Synchronizer Support Policy*
C4.1	Clock Synchronizer Maintenance	Maintenance shall not exceed 10% of approved purchase price. Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: Clock Synchronizer Support Policy, Training Policy*

YEAR END SUPPLEMENTAL (YES) FUNDING – OPERATIONAL SECTION
All counties are eligible for Year End Supplemental (YES) funding. The County must spend all local E911 funds on E911 eligible items per WAC 118-66-050, without a cap on call receiver salaries. See: *Year End Supplemental Funding Distribution Policy*