Washington Military Department Emergency Management Division	Effective Date: July 1, 2011 **E911 WASHINGTON STATE PATROL CONTRACT POLICY** **Cancels all previous E911 Operations Contracts Policies** **See Also:** WAC 118-66-045 E911 Advisory Committee Meeting Attendance Policy E911 Auxiliary Generator Support Policy E911 Call Detail Recorder/Printer Support Policy E911 Call Receiver Console Furniture Support Policy E911 Clock Synchronizer Support Policy E911 Computer-Aided Dispatch (CAD) Support Policy E911 Coordinator Forum Attendance Policy E911 Customer Premise Equipment (CPE) /Telephone System Support Policy E911 Logging/Voice Recorder Support Policy E911 PSAP Mapping Support Policy E911 Public Education Policy E911 Salaries and Benefits Policy E911 Training Policy E911 Uninterruptible Power Supply (UPS) Support Policy

WASHINGTON STATE PATROL CONTRACT POLICY

This policy applies to Washington State Patrol (WSP) that has had a Public Safety Answering Point (PSAP) designated by a county as a primary PSAP for wireless 911 calls.

WSP contracts contain two elements: Statewide Services (E911 Coordinator Professional Development [CPD]), and Operations.

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.

d. Per WAC 118-66-045 WSP eligible expenses. Upon the designation by a county as a primary PSAP for wireless E911 calls, WSP may be eligible to receive available wireless funds for the state E911 account.

2. Reimbursements for WSP Contracts

a. The State E911 Office reimburses WSP for eligible items that have already been paid by WSP.
b. WSP must have a contract with the State E911 Office in order to be reimbursed.
c. Reimbursement will be made, contingent upon funding availability, on items identified in RCW 38.52.545, and WAC 118-66-045 and those defined by the State E911 Office as CPD.
d. Only those WSP PSAPs that have been designated by a county as a primary PSAP for wireless E911 calls will be eligible for reimbursement for items identified in WAC 118-66-045.

3. Ineligible Items

Expenses not directly listed in WAC 118-66-045 are not eligible. These include, but are not necessarily limited to:

a. Expenses associated with PSAPs that have not designated by a county as a PSAP for wireless E911 calls
b. Expenses associated with the deconsolidation/de-regionalization of a PSAP and/or public safety dispatch functions
c. Purchase, maintenance, or replacement of radio systems
d. Facility remodeling costs
e. Insurance (except for eligible employee benefits: medical, dental, Labor and Industries insurance premiums)
f. Supplies or incidentals (e.g., tapes, batteries, etc.)
g. Building maintenance and utilities
h. Security system and key costs
i. Weather station or information costs
j. Americans with Disabilities Act facility upgrade costs
k. Administrative phone lines and/or non-emergency lines (10-digit numbers)

4. Expenses and Documentation

a. WSP 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. If WSP has an "Action Plan" 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 due date, including additional hard copy documentation as required by "Action Plan" will not be reimbursed.
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 WSP pertaining to their reimbursement requests. A delay in providing the requested information may result in a delay or a reduced reimbursement.

f. Training expenses must be submitted as a whole after the event with the exception of conference registration fee.
g. Training expenses are exempt from the 30 day submittal requirement, but must be submitted for reimbursement within 60 days after the actual event.
h. Prior to incurring costs for certain items listed below in the Reimbursement Schedule, WSP must submit a written request to the state E911 Office for review and approval. Without prior written approval, the certain expenses may not be eligible for reimbursement. Request must be sent to E911request@emd.wa.gov
i. All requests for purchasing or leasing equipment or software must be reasonable, prudent and applicable to E911.
j. Emergency repairs will be reviewed for eligibility on a case by case basis.
k. All E911 equipment must be ordered, installed and accepted no later than the end of the contract performance period of June 30, 2013. Work performed outside the contract performance period will not be eligible for reimbursements.
l. A moratorium is in place from March 1, 2013 through June 30, 2013. During this moratorium, no equipment requests will be processed. In the event of an emergency, an exception to the moratorium will be made case by case basis.

5. Statewide Services

a. Statewide services benefit all counties/WSP and do not require local revenue to be used prior to state reimbursement.
b. Some statewide services are paid directly by the State E911 Office and some are reimbursed through the county/WSP contracts under the Coordinator Professional Development (CPD) section.

6. Operations Section Eligibility

The WSP E911 system must be completely enhanced for wireless E911 services.

Approved by: Kurt Hardin 6 MAY 2011
Kurt Hardin, Acting State E911 Administrator

Attachment:
Direct Paid Services Schedule
WSP Contract Reimbursement Schedule

E911 WSP CONTRACT POLICY
DIRECT PAID SERVICES SCHEDULE

Effective Date: July 1, 2011

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

The following are paid directly by the State E911 Office:

1. NG911 Network
2. E911 Network equivalent (B.01/P.01 grade of service level required)
3. Switching office enabling
4. Selective routing
5. Traffic Studies
6. Automatic Location Identification (ALI) Data Management System (Database), not to exceed $1.2 million per fiscal year per county
7. Alternate routing and/or Night service
8. Frame relay / ALI transport
9. Intertandem transfer trunks
10. Telecommunications Services Priority (TSP)
11. Language interpretive services
12. Telecommunications training contracted with State E911 Office
13. Telecommunications Teletype (TTY) training contracted with State E911 Office
14. Coordination and facility expenses for Coordinator Forums (not to include attendance travel reimbursements)
15. Coordination and facility expenses for Advisory Committee/subcommittee meetings (not to include attendance travel reimbursements)

WSP CONTRACT REIMBURSEMENT SCHEDULE
COORDINATOR PROFESSIONAL DEVELOPMENT (CPD) SECTION

Statewide services benefit all counties/WSP and do not require local revenue to be used prior to state reimbursement. The following are reimbursed through WSP contract:

ELIGIBLE ITEM		STATE REIMBURSEMENT
CPD1	Advisory Committee Meeting Attendance	Advisory Committee (AC) Meetings: Travel reimbursement expense for all AC meetings attended by the E911 Coordinator or designee. The E911 Coordinator must attend at least five AC meetings per fiscal year.
	AC Subcommittee Meetings	AC Subcommittee Meetings: Subcommittee members are authorized travel reimbursement for all meetings they attend.
	Coordinator Forum Attendance	Coordinator Forums: Travel reimbursement expense for a total of two PSAP/E911 WSP Office employees to attend Coordinator Forums. One of the two must be the E911 Coordinator. The E911 Coordinator must attend all Coordinator Forums.
	State E911 supported Training Attendance	State E911 supported Training: Travel reimbursement expenses for the 911 Coordinator to attend State E911 supported training. *See: Advisory Committee Meeting Attendance/Travel Reimbursement Policy, Coordinator Forum Policy, Training Policy*
CPD2	National Conferences/Training	The E911 Coordinator is authorized up to **$3,000** (per fiscal year) to attend national 911 related conferences. A substitute of a primary PSAP/E911 WSP office employee may be pre-approved if requested. *See: Training Policy*
CPD3	Public Education	Up to **$5,000** (per fiscal year) is authorized for expenses directly related to informing the public of the capabilities, limitations, and proper use of E911 which includes training, salaries, travel and materials. Expenses for purchases and training must be pre-approved by State E911 Office. Back-fill is not eligible under this line item. *See: Public Education Policy, Training Policy*
CPD4	911 Salaries/Benefits and Training	Up to **$13,500** (per fiscal year) for salaries/benefits and training expense for the following positions: MSAG Coordinator, Mapping Administrator, and/or Information Technology Coordinator. Backfill is not eligible under this line item. *See Salaries and Benefits Policy, Training Policy*
CPD5	911 Call Receiver Training	Total training funds are calculated at **$500** (per fiscal year) per full time call receiver at the designated PSAPs with a cap not to exceed 30 call receivers per WSP. Expenses may include registration, travel, overtime and backfill while in training status. *See: Training Policy*
NG911	Equipment	As approved by the State E911 Office, equipment and other purchases required due to WSP being conversion from Legacy to ESINet.

STATEWIDE DIALING - OPERATIONAL SECTION		
ELIGIBLE ITEM		**STATE REIMBURSEMENT**
S1	Customer Premise Equipment (CPE) /Telephone System	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: CPE Support Policy, PSAP Mapping Support, Call Detail Recorder or Printer Policy*
S1.1	CPE Maintenance	Routine repairs and maintenance shall not exceed 10% of the approved purchase price (per fiscal year). Can be used for agreements with vendors, time and materials, hardware/software, and/or salaries/training to maintain system. *See: CPE System Support Policy, Training Policy, Salaries and Benefits Policy*
S1.2	CPE 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: CPE Support Policy*
S1.3	CPE Server	Replacement of CPE system call processing server at the backroom CPE, based on a five-year life cycle and must be pre-approved by state office. *See: CPE Support Policy*
S2	ANI/ALI Display Equipment	Replacement of ANI/ALI display equipment. Capped at **$500** per approved PSAP call receiving position, based on a three-year life cycle and must be pre-approved by state office. *See: CPE Support Policy*
S3	PSAP Mapping	Hardware and software capable of converting latitude and longitude (and, when available, altitude) to a map display at the 911 call answering positions at the PSAP. Can be part of CPE, CAD or standalone system but only eligible to claim in one category. *See: PSAP Mapping Policy, CPE Support Policy, CAD Support Policy*
S3.1	PSAP Mapping Maintenance	Routine repairs and maintenance shall not exceed 10% of the approved purchase price (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training to maintain system. *See: PSAP Mapping Support Policy, Training Policy, Salaries and Benefits Policy*
S3.2	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*
S4	E911 Coordinator – Salary	Salary and benefits shall not exceed **$63,807** (per fiscal year). *See: Salaries and Benefits Policy*

BASIC SERVICE – OPERATIONAL SECTION		
ELIGIBLE ITEM		**STATE REIMBURSEMENT**
B1	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*
B1.1	UPS Maintenance	Routine repairs and maintenance shall not exceed 10% of the approved purchase price (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training to maintain system and to systematically replace aging batteries. *See: UPS Support Policy, Training Policy, Salaries and Benefits Policy*
B1.2	UPS Battery Replacement	Replacement of an entire battery bank must by pre-approval by state office. *See: UPS Support Policy*
B2	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.
B7	E911 Mapping Administration	Hardware and software for E911 for the Mapping Administrator to manage the mapping data and maintenance. Capped at **$7,000** (per fiscal year). Purchases must be pre-approved by state office. *See: PSAP Mapping Support Policy, Training Policy, Salaries and Benefits Policy*
B8	Instant Call Check	Equipment which records E911 call conversation for immediate playback on demand. One per approved PSAP call receiver position, telephone only (i.e. no radio) may be part of CPE system. Must be pre-approved by state office. *See: CPE Support Policy*
B8.1	Instant Call Check Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: CPE Support Policy, Training Policy, Salaries and Benefits Policy*
B9	Mapping Display Equipment	Replacement of display equipment capable of displaying E911 call locations on a map. Capped at **$500** per approved PSAP call receiving position, based on three-year life cycle and must be pre-approved by state office. *See: PSAP Mapping Support Policy*
B10	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: CPE Support Policy*
B10.1	E911 MIS Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: CPE Support Policy, Training Policy, Salaries and Benefits Policy*

B11	Call Detail Recorder 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/Printer Policy*
B12	Call Detail Recorder or Printer Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training to maintain system. *See: Call Detail Recorder Policy, Training Policy, Salaries and Benefits Policy*
B13	Headsets for E911 Call Receivers	Limited to one headset per call receiver per fiscal year; maintenance to include accessories and replacement parts (including batteries). Headsets do not need prior state approval.

CAPITAL ITEMS – OPERATIONAL SECTION		
ELIGIBLE ITEM		**STATE REIMBURSEMENT**
C1	Logging/Voice Recorder for E911 Calls	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	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training to maintain system. *See: Logging /Voice Recorder Policy, Training Policy, Salaries and Benefits 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, , Teletype interface and ANI/ALI controllers. CAD could also include PSAP Mapping. Must be pre-approved by state office See: *CAD Support Policy, PSAP Mapping Support Policy*
C2.1	CAD System Maintenance	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training to maintain system. *See: CAD Support Policy, Training Policy, Salaries and Benefits 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 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*
C2.4	CAD Server	Replace of CAD call processing server, based on a five-year life cycle an must be pre-approved by state office. *See: CAD Support Policy*
C2.5	CAD Display Equipment	Replacement of display equipment is capped at **$1,000** per approved PSAP call receiving position, 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	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price or $4,000, whichever is less (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training to maintain system. *See: Auxiliary Generator Support Policy, Training Policy, Salaries and Benefits 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	Routine repairs and preventative maintenance shall not exceed 10% of the approved purchase price (per fiscal year). 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, Salaries and Benefits Policy*
C5	Console Furniture	Purchase of console furniture for 911 call receiving equipment is capped at **$10,000** per approved PSAP call answering position with a 10-year life-cycle. Must be pre-approved by state office. *See: Console Furniture Support Policy*
C5.1	Console Furniture Maintenance	Routine repairs and preventative maintenance shall not exceed 3% of the approved purchase price or $300 per positions whichever is less (per fiscal year). Can be used for agreements with vendors, time and materials, and/or salaries/training for internal employee to maintain system. *See: Console Furniture Support Policy, Training Policy, Salaries and Benefits Policy*