Washington Military Department Emergency Management Division	Effective Date: July 1, 2009 # E911 STATEWIDE SERVICES SUPPORT POLICY **See Also:** WAC 118-66-020 WAC 118-66-050 RCW 38.52.501, .520, .540, .545 RCW 82.14B.030 E911 County Contract Policy E911 County Regionalization Policy E911 WSP Policy

STATEWIDE SERVICES SUPPORT POLICY

This policy applies to all counties that have implemented and continuously collect a County 50-cent per wireline and a County 50-cent per wireless E911 excise tax pursuant to RCW 82.14B.030, but have not entered into an E911 County Contract with the State E911 Office.

This policy also applies to Washington State Patrol (WSP) Communication Centers that have been designated by a County as a Public Safety Answering Point (PSAP) for wireless E911 calls that have not entered into an E911 WSP Contract with the State E911 office.

1. Background

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...."

2. Statewide Services Paid Directly by State E911 Office

The following components are considered Statewide Services paid directly by the State E911 Office:

a. Switching office enabling
b. Selective routing
c. Traffic studies
d. Automatic Location Identification (ALI) Data Management System (Database) not to exceed $1.2 million per fiscal year.
e. Night service
f. Frame relay / ALI transport
g. Intertandem transfer trunks
h. Telecommunications Services Priority (TSP)
i. Language line
j. Call receiver training contracted with State E911 Office

k. Telecommunications Devices for the Deaf/Teletype training contracted with State E911 Office
l. Mapping data software contracted with State E911 Office
m. Coordinator and facility expenses for E911 Coordinator forums (not to include attendance travel reimbursement)
n. Coordination and facility expenses for State E911 Advisory Committee/Subcommittee meeting (not to include attendance travel reimbursement)

3. Decision

Statewide services listed above benefit all counties and WSP PSAPs and are paid directly by the State E911 office on behalf of the county and/or WSP. Counties are not required to use their local E911 excess tax against these expenses.

4. Eligible Counties

A County is only eligible for direct payment by the State E911 Office of the Statewide Services identified above, pursuant to this Policy, if the County:

a. Has collected a County 50-cent per wireline and a County 50-cent per wireless E911 excise tax pursuant to RCW 82.14B.030;
b. Has not entered into an E911 County Contract with the State E911 Office; and
c. Submits the documentation and reports specified in paragraph 6 below (Reports and Documentation) in a timely fashion.

5. Eligible WSP Communication Centers

A WSP Communication Centers (PSAP) is only eligible for direct payment by the State E911 Office of the Statewide Services identified above, pursuant to this policy, if WSP:

a. The WSP Communication Center has been designated by a county as a PSAP for wireless 911 calls those centers will be eligible for
b. Has not entered into an E911 WSP Contract with the State E911 Office; and
c. Submits the documentation and reports specified in paragraph 7 below (Reports and Documentation) in a timely fashion.

6. Reports and Documentation for Counties

The information gathered from the reports will be compiled into a statewide cost analyst report that documents statewide E911 information.

a. Reports and documentation required to be submitted to the State E911 Office by eligible Counties include the following:
    1. Annual Application For Statewide Services
    2. Annual Equipment Report
    3. Monthly Local Tax Report
    4. Monthly Call Volume counts

b. The State E911 Office must receive the Monthly Reports by the 30th day following the end of each month being reported (example: July's monthly reports are due to the State E911 Office no later than August 30th).
c. Monthly Reports that are not received by the due date may result in nonpayment for Statewide Services, or, if the Statewide Services have already been paid, reimbursement from the County to the State E911 Office or offsetting by the State E911 Office against other funds payable to or on behalf of the County.
d. The State E911 Office may request additional documentation and/or information for County operational expenses.
e. A delay in providing the requested information may result in nonpayment of Statewide Services, or, if the Statewide Services have already been paid, reimbursement from the County or WSP to the State E911 Office or offsetting by the State E911 Office against other funds payable to or on behalf of the County.

7. Reports and Documentation for WSP

The information gathered from the reports will be compiled into a statewide cost analyst report that documents statewide E911 information.

a. Reports and documentation required to be submitted to the State E911 Office by eligible WSP Communications Centers designated by a County as a primary PSAP for wireless 9-1-1 calls include the following:
    1. Annual Application For Statewide Services
    2. Annual Equipment Report
    3. Annual WSP Equipment Budget
    4. Monthly Call Volume counts
b. The State E911 Office must receive the Monthly Reports by the 30th day following the end of each month being reported (example: July's monthly reports are due to the State E911 Office no later than August 30th).
c. Monthly Reports that are not received by the due date may result in nonpayment for Statewide Services, or, if the Statewide Services have already been paid, reimbursement from WSP to the State E911 Office or offsetting by the State E911 Office against other funds payable to or on behalf of the WSP PSAP.
d. The State E911 Office may request additional documentation and/or information for WSP PSAP operational expenses.
e. A delay in providing the requested information may result in nonpayment of Statewide Services, or, if the Statewide Services have already been paid, reimbursement from WSP to the State E911 Office or offsetting by the State E911 Office against other funds payable to or on behalf of the WSP PSAP office.

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