Washington Military Department Emergency Management Division	Effective Date: July 1, 2009 **E911 TRAINING POLICY** **Cancels all previous E911 Training Policies** **See Also:** E911 Auxiliary Generator Support Policy E911 Call Detail Recorder Support Policy E911 Clock Synchronizer Support Policy E911 Computer Aided Dispatch (CAD) Policy E911 Coordinator Forum Attendance Policy E911 County Contracts E911 County Regionalization Contract Policy E911 Logging/Voice Recorder support Policy E911 Public Safety Answering Point (PSAP) Mapping Support Policy E911 Telephone System Support Policy E911 Uninterruptible Power Supply (UPS) Support Policy E911 Washington State Patrol Policy

TRAINING

This policy applies to counties/WSP with contracts.

1. Training Reimbursements

All Training must be pre-approved by the State Office prior to attending or occurring costs. All training requests must include the following information:

- Course/Conference Name: (*example: Criminal Justice Training Commission – Tele 4*)
- Date(s): (*example: July 8-10, 2009*)
- Location: (*example: Burien, WA*)
- Attendee Name(s): (*example: Cindy Smith, Karen Wright, etc*)
- Expense line item to be charged (*example: B4 – Call Receiver training*)

The State Office may request additional documentation to support training reimbursement request(s).

Registration for training is the only expense that is eligible for reimbursement prior to the event.

All expenses related to a training event will be claimed for reimbursement as a whole after the event and expenses have been paid by the county/WSP. If registration fee was previously reimbursed by the State Office, you must indicate the month it was reimbursed.

Travel and training expenses are exempt from the 30 day submittal requirement, but must be submitted for reimbursement within 60 days of the actual event.

2. Statewide Services (Coordinator Professional Development) Section of County/WSP Contract

a. Statewide services benefit all counties/WSP. The following training is part of the Coordinator Professional Development series reimbursed through county/WSP contracts:
   1. Coordinator Forums should be claimed under line item CPD1 - See E911 Coordinator Forum Attendance Policy.
   2. State E911 Office Sponsored Training should be claimed under line item CPD1 - Travel expenses and must be pre approved by state office prior to attend training sponsored by the state office.
   3. National Conferences should be claimed under line item CPD2 - Funding shall not exceed $2,000 per year for 911 Coordinator or Designee (must be employee of primary PSAP/E911 Office employee to attend national 911 related conferences and/or training).

b. Eligible expenses include: airfare, registration fee, travel costs for mileage (personally-owned vehicles or agency vehicles that employee and/or PSAP is charged a fee to use), lodging, meals, and rental vehicles.

c. Eligible training is limited to courses/conferences that support roles and functions of the 911 Coordinator.

d. Overtime and Backfill expenses are not eligible for the above training.

3. Operations Section of County Contract

Counties are reimbursed for the following training under the Operations Section of the county contract:

a. 911 Coordinator Training should be claimed under line item S3.1:
   1. Funding shall to exceed $3,000 per year.
   2. Eligible training is limited to courses/conferences that will support the roles and functions of the 911 Coordinator. Substitution of the 911 Coordinator may be eligible, if approved by the State Office prior to incurring expenses.
   3. Eligible expenses include: registration fees, on-line training, actual travel costs for mileage, airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.

b. Information Technology Coordinator Training should be claimed under line item S3.5:
   1. Funding shall not exceed $10,000
   2. Internal employee(s) are limited to courses and classes that directly link to the support and maintenance of WAC eligible E911 equipment within the PSAP.
   3. Eligible expenses include: registration fees, on-line training, actual travel costs for mileage, airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.

c. Equipment maintenance funds may also be used for training and should be claimed under each specific equipment maintenance line item.
   1. Funding shall not exceed the capped 10% maintenance per line item.
   2. Internal employee(s) may use equipment maintenance funds for courses and classes that are directly linked to the support and maintenance of WAC eligible E911 equipment.
   3. Eligible expenses include: registration fees, on-line training, actual travel costs for mileage, airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.

d. MSAG Coordinator/Mapping Administrator Training should be claimed under line item S4.1:
    1. Funding shall not exceed a combined total of $5,000.
    2. Eligible training is limited to courses that support the roles and functions of the MSAG Coordinator and/or Mapping Administrator.
    3. Eligible expenses include: registration fees, on-line training, actual travel costs for mileage, air fare, per diem, lodging, and rental vehicles for out-of-area conferences/training attendance.

e. Call Receiver Training should be claimed under line item B4:
    1. For the purpose of this policy, Call Receiving is defined as documented time for a person, sitting at a console, hired, trained and prepared to answer 911 calls.
    2. Funding is not to exceed a pooled amount calculated at $2,000 per year per filled full time call receiver position.
    3. Call receivers who spend less than 50 percent of their time answering 911 calls, part-time call receivers and vacant positions will not be included in calculating pooled costs.
    4. Call receivers who spend less than 50 percent of their time answering 911 calls and part-time call receivers are authorized to use the pooled call receiver training funds, but are limited to call receiver certification and/or recertification training.
    5. Eligible training is limited to courses that support call receiver roles and functions.
    6. Eligible expenses include: registration fees, on-line training, overtime and backfill (not claimed for reimbursement under Salaries), pay differential for CTO while conducting training, actual travel costs for mileage (personally-owned vehicle or agency vehicle that employee and/or PSAP is charged a fee to use), airfare, per diem, lodging, and rental vehicles for out-of-area conference/training attendance.
    7. Call Receiver Training Salary may be used for new call receiver salaries. Each PSAP is limited to $2,000 per new hire while enrolled in internal/external training. This does not increase total pooled call receiver training funds.

4. Ineligible Costs For Training Reimbursement

a. Back fill, overtime, and/or regular salary/benefits for 911 Coordinators, Training Coordinators, IT Coordinators and/or MSAG/Mapping Administrators.
b. Regular salary/benefits for Call Receivers (with the exception of new hire training salary).
c. Publication subscriptions.
d. Locally-mandated training that does not directly support the roles and functions of the above positions.

Approved by: 9/22/09
Robert Oenning, State 911 Administrator