

Washington
Military
Department



Emergency
Management
Division

State
Enhanced 911
Coordination
Office
(SECO)

Effective Date: July 1, 2020* Rev 2

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SECO STATEWIDE SERVICES SUPPORT POLICY

***Effective until superseded or amended.**

Supersedes all previous E911 Statewide Services Support Policies

See Also:

RCW 38.52.501

RCW 38.520

RCW 38.540

RCW 38.545

RCW 82.14B.030

WAC 118-66

SECO County Contract Policy

This policy defines the Statewide Services elements for the State E911 Coordination Office (SECO) directly paid by the SECO, on behalf of eligible Washington State Counties and the Washington State Patrol (WSP).

PSAPs must comply with any ESINet cybersecurity standards, guidelines, or policies developed and recommended by the Washington State E911 Advisory Committee and adopted by the State E911 Coordinator; and

Counties, PSAPs, and WSP Communications must maintain any equipment that is directly or indirectly connected to the ESINet according to any standard or best practice recommended by the Washington State 911 Advisory committee and adopted by the State E911 Coordinator. In the absence of a state standard or best practice, Counties, PSAPs, and WSP Communications will adopt a policy governing equipment maintenance, that is aligned with NENA standard ANS STA-027.

The SECO will not pay any statewide services costs or enter into a contract with a County/WSP Communications unless the 911 County/WSP Communications Coordinator certifies that all their PSAPs are in compliance with the ESINet Security and Equipment Maintenance requirements listed above.

Statewide Services that are directly paid on behalf of the counties, are defined as charges related to the delivery of 911 calls originating within Washington State over the Washington State NG911 Network to designated primary Public Safety Answering Points (PSAPs), the costs of approved training resources contracted by the SECO, and facilitation of the Washington State E911 Advisory Committee.

Statewide Services expenses are directly paid on behalf of counties that have imposed the maximum county enhanced 9-1-1 tax allowed under RCW 82.14B. 030 (1), (2), and (3) and have entered into a contract with the SECO. Counties are not required to use local E911 excise tax against these expenses.

Additionally, Statewide Services expenses are paid on behalf of the WSP PSAPs that have been designated by a host County as a primary PSAP for wireless 911 calls within their County and have entered into a contract with the SECO.

Authorization

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...."

Statewide Services Expenses Directly Paid by SECO

The following components comprise the Statewide Services paid directly by the SECO on behalf of eligible Counties and WSP:

1. Washington State NG911 Network

The NG911 Network consists of three basic elements. They are as follows:

- a. Originating Network elements – those systems which allow connectivity to originating network transport and location functions/services. These are provided by wireline, wireless, VoIP, MLTS and other providers that offer 911 as a service.
 - i. Legacy and Next Generation Wireless and Wireline End Office connectivity to the ESInet.
 - b. ESInet/Next Generation Core Services (NGCS) – the systems/services that transport 911 sessions (collectively, the calls, IP sessions, text/messaging sessions, data and other communications methods coming from the originating network) to the PSAP.
 - c. Host/Remote (or Multi-node) Connectivity (SECO approved) for the purposes of this policy, SECO approved connectivity/circuits which carry, or may carry under exigent circumstances, original 911 sessions to a county primary PSAP are considered to be part of the ESInet.
2. Telecommunicator (call receiver) training contracted by the SECO
 3. Telecommunications Device for the Deaf (TDD) / Telecommunications Teletype (TTY) training contracted by the SECO
 4. Coordination and facility expenses for Advisory Committee/subcommittee meetings (not to include attendance travel reimbursements)

Direct Costs

In order to be eligible for state payment, additional circuits, increased bandwidth requests, and/or changes to Washington State 911 network services must be coordinated through the SECO change order process including being ordered by and pre-approved by the SECO.

The SECO will only pay for any county or WSP secondary or back-up PSAPs to be connected to the ESInet, that have been designated as critical back-up or secondary PSAPs by the SECO. A county/WSP requesting that a back-up or secondary PSAP be designated as critical must submit a written justification through the change order process to the SECO. The SECO may require recertification and/or revoke PSAP designation at any time. Decisions of the SECO are final.

Approved by:


Adam Wasserman, State E911 Coordinator


Date