



## SECO COUNTY CONTRACT POLICY

**\*Effective until superseded or amended.**

**Supersedes all previous SECO County Contracts Policies; SECO Coordinator Professional Development Contract Policies; SECO County Regionalization Contract Policies; & SECO Travel Policies**

**See Also:**

WAC 118-66

Washington State Administrative & Accounting Manual (SAAM)  
Chapter 10 - Travel

SECO Public Education Policy

SECO Salaries and Benefits Summary

SECO Statewide Services Support Policy

This policy defines procedures for the State 911 Coordination Office (SECO) in providing reimbursement for eligible Washington State Counties for Coordinator Professional Development (CPD) and Basic Service Operating (BSO) expenses.

**AUTHORITY:**

1. Per RCW 38.52.540, the State 911 Coordinator is "*authorized to enter into statewide agreements to improve the efficiency of enhanced 911 services for all counties...*"
2. Per RCW 38.52.545: State financial assistance for the operation of 911, 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

**CONTRACT REQUIRED/ ELIGIBILITY:**

A county is not eligible for reimbursement of WAC eligible expenses from the State 911 account unless they have entered into a contract with the SECO, imposed the maximum 911 excise tax allowed under RCW 82.14B.030 (1), (2), and (3), and have met the following eligibility requirements:

1. **ESINet Security**

Counties and PSAPs must comply with any ESINet cybersecurity, policies developed and recommended by the Washington State 911 Advisory Committee and adopted by the State 911 Coordinator; and

The County Coordinator will complete and submit a current 'Security Requirements for Connecting to Washington State' form, by the 1<sup>st</sup> of May each year, prior to being issued a contract.

Counties/PSAPs 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 911 Coordinator. In the absence of a state standard or best practice, Counties/PSAPs will adopt a policy governing equipment maintenance, that is aligned with NENA standard ANS STA-027.

The SECO will not pay any statewide service costs or enter into a contract with a County unless the 911 County Coordinator certifies that all their PSAP(s) are in compliance with the ESINet Security and Equipment Maintenance requirements listed above.

2. **County Basic Service Operating (BSO) Section Eligibility**

- a. The county's expenditures for WAC 118-66-050 eligible items (subject to Policy caps where applicable) exceed local 911 Telephone Excise Tax revenues.
- b. The county spent 100% of their local telephone excise tax on WAC eligible items in the previous year (not subject to policy caps).

- i. A county eligible for basic service operating expenses the previous contract year is presumed to be in compliance with this requirement.
- ii. A county that was not eligible for basic service operating expenses the previous contract year must demonstrate that they spent 100% of their local 911 telephone excise tax revenues on WAC 118-66-050 eligible items (not subject to policy caps).
- c. Basic Service Operating limits are set by policy for each contract performance period and are in addition to CPD reimbursements. Counties that have regionalized are eligible for additional BSO funding (*see attached SECO Contract Reimbursement Schedule*).
- d. In summary, within the County contract performance period, if a county's local 911 excise tax revenue is less than the total amount available to them under the approved BSO amounts, then the county is eligible for BSO reimbursement up to the established limit (*see attached SECO Contract Reimbursement Schedule for established limits*).

### **CONTRACT REIMBURSEMENTS**

The SECO reimburses counties under these sections for eligible items that have already been paid by the county.

#### **1. Coordinator Professional Development (CPD) Expenses**

- a. CPD expenses benefit all counties and does not require local revenue to be used prior to state reimbursement.
- b. CPD expenses are reimbursed through BSO and/or CPD contracts.
  - i. Counties may reallocate funds from a CPD line to any other CPD line, category, or section, except CPD6.
- c. Estimating costs for CPD1 and CPD7 should be an average of the previous three (3) years total reimbursements plus 10%. Exceptions may be made with SECO approval.
- d. Shortfalls for CPD1 and CPD7 costs will be funded with remaining available contract CPD2 through CPD5 funds. If funds are not available, a contract amendment will be processed to cover the shortfall.

#### **2. Basic Service Operating (BSO) Expenses**

- a. BSO expenses are reimbursed through BSO Contracts.
- b. BSO expenses include the following (*see attached SECO Contract Reimbursement Schedule for details*):
  - i. Basic Service Operating allotment, plus
  - ii. Maintenance Allotment (based on number of authorized call-taking positions, not to exceed a maximum of six (6) positions).
- c. Counties may reallocate BSO expenses within any line item in the Basic Service Operating Expenses section.

#### **3. Noncompliance with Contract Deliverables:**

No later than, the conclusion of the third quarter of the contract period, all counties must show all contract CPD deliverables have either been met or will be met by the end of the contract period.

If a county is not able to meet a deliverable:

- a. The County Coordinator may request a wavier or an alternate deliverable, by emailing the SECO County Assistance Program Manager before the end of the third quarter of the contract period.
- b. If a County fails to meet their deliverables and has not been awarded a waiver, a warning letter will be sent to the County Commissioners at the conclusion of the contract period informing them of the unmet deliverable and potential for future financial penalties.
- c. If a county that has received a warning letter within the past five years fails to meet a deliverable in a subsequent contract year, the SECO will send a penalty letter to the County Commissioners informing them that a financial penalty will be imposed on their next contract. The financial penalty will be a 10% reduction of the CPD Contract the first year a penalty is imposed and will double each subsequent year.
- d. The penalty will be reduced or removed in subsequent contracts if a county meets all of their contract deliverables.

**4. Training and Travel Expenses**

- a. Expenses related to conferences, meeting attendance and training are eligible for reimbursement after the event has been attended. All expenses must have been paid in full and submitted, as a whole, for reimbursement. *Registration* is the only travel expense that may be reimbursed prior to the event being attended.
- b. Internal and contracted employees may use training funds for training that is directly linked to the support and maintenance of WAC eligible 911 equipment
- c. Travel expenses are exempt from the contractual 30-day submittal requirement but must be submitted for reimbursement within 90-days after the actual event.
- d. All reimbursement requests for the current contract period must be submitted no later than July 31.
- e. All training/travel expenses will be reimbursed in accordance with the applicable local jurisdiction travel policy and are not to exceed Washington State travel regulations/rates (see [SAAM Chapter 10 – Travel](#)).
- f. Eligible expenses include: registration fee, airfare, luggage fee, parking, lodging, meals, rental vehicles (agency vehicles that the employee and/or PSAP is charged a fee to use), fuel, toll-fees, travel costs for mileage (personally-owned vehicle), training materials (books, DVDs, CDs, & software), instructors (for in-house training), overtime and backfill salaries while employee is in training/travel status, pay differential for CTO while conducting training, and long distance telephone charges for attending via conference call.
- g. The SECO may request additional documentation to support training reimbursement.
- h. Counties that do not have a contract with the SECO will not be reimbursed for travel expenses unless they are members of the Advisory Committee (AC) Board. AC Board members will be directly reimbursed for eligible travel expenses to attend AC and subcommittee meetings through coordination with the SECO Administrative Assistant.
- i. Attendees other than AC Members, 911 County Coordinators and/or approved representatives will not be reimbursed travel expenses for attending contractual meetings.

**5. Ineligible Items**

Expenses not directly listed in WAC 118-66-050 are not eligible for reimbursement.

**EXPENSES AND DOCUMENTATION**

- 1. Counties must submit documentation of expenditures of eligible items to the SECO County Assistance Program staff. Documentation will include vendor name, warrant number and date, and applicable 911 item categorization on forms (Monthly Reports) supplied by the SECO.
- 2. These monthly expense reports and/or requests for reimbursement must be received by the last day of the month following the month in which the payment was made; unless granted an extension by the SECO County Assistance Program Manager through an email request submitted prior to the deadline. The SECO may impose additional reporting requirements due to State Auditor or SECO contract monitoring findings.
- 3. Monthly expense reports not received by the due date, including additional hard copy documentation (if required) will not be reimbursed.
- 4. Monthly expense reports will be processed in the order received by the SECO.
- 5. The SECO may request additional documentation and/or information from counties pertaining to their reimbursement requests. A delay in providing the requested information will result in a delay or a reduced reimbursement. The item in question will be removed from the reimbursement and will be later added back in after all questions/documentation has been received/reviewed.

Approved by:

\_\_\_\_\_  
Adam Wasserman, State 911 Coordinator

\_\_\_\_\_  
Date

Attachment:

SECO Contract Reimbursement Schedule

# SECO CONTRACT REIMBURSEMENT SCHEDULE

More detailed information regarding reimbursements can be found in the following SECO Policies: SECO Public Education, SECO Statewide Services Support, and SECO Salary and Benefits Summary.

Due to 911 modernization initiatives, important time-critical information is shared at meetings. Therefore, it is crucial the 911 County Coordinator or designee attend all meetings, if possible.

Understanding that scheduling conflicts occur, if the 911 County Coordinator is unable to attend a meeting/forum/training and would like to send a representative on their behalf to fulfill contractual obligations, a written request via email must be submitted to the SECO County Assistance Program Manager, prior to attending and incurring expenses.

## COORDINATOR PROFESSIONAL DEVELOPMENT (CPD) EXPENSES SECTION

CPD benefits all counties and does not require local revenue to be used prior to state reimbursement. The following are reimbursed through BSO and CPD contracts:

ELIGIBLE ITEM		STATE REIMBURSEMENT
CPD1	Meeting Attendance	<p><u>Advisory Committee (AC) Meetings:</u> Travel reimbursement expenses for the 911 County Coordinator or pre-approved designee to attend all AC meetings. 911 County Coordinator or pre-approved designee must attend 75% of all AC meetings held per contract period. Attendees other than AC members, 911 County Coordinator or pre-approved designee will not be reimbursed for travel expenses for attending AC meetings.</p> <p><u>Advisory Committee (AC) Briefings (Virtual):</u> 911 County Coordinator or pre-approved designee must attend 50% of all AC briefings held per contract period.</p> <p><u>AC Subcommittee Meetings:</u> Travel reimbursement expenses for all Subcommittee members to attend subcommittee meetings. No more than one county representative per subcommittee, except standing subcommittees as designated in the AC Bylaws.</p> <p><u>Coordinator Forums:</u> Travel reimbursement expense for a total of two PSAP/911 employees to attend the three (3) APCO/NENA WA Coordinator Forums per contract period. One of the attendees must be the 911 County Coordinator or pre-approved designee. If the forum is virtual, 911 County Coordinator or pre-approved designated alternate will participate in at least the coordinator/director roundtable meeting and one training session.</p> <p><u>Communications Training Officer (CTO) Workshops:</u> Travel reimbursement expenses for one CTO per county to attend a CTO Workshop per contract period.</p> <p><u>SECO supported:</u> Travel reimbursement expenses for the 911 County Coordinator and/or a PSAP/911 employee to attend training, meetings, or events the SECO determines to have an overall benefit as designated in writing. 911 County Coordinators may request a SECO Supported designation by email to the SECO County Assistance Program Manager.</p>
CPD2	911 County Coordinator Training	<p>The 911 County Coordinator or pre-approved designee and a PSAP/911 employee is authorized up to <b>\$6,000</b> (per contract period) to attend national NG911 related conferences, trainings and/or training materials to enhance job skills.</p>

		For counties with a population of 1.5 million or more the authorized amount for the 911 County Coordinator is doubled for an additional person to attend training <b>\$12,000</b> (per contract period).
CPD3	911 Public Education	Up to <b>\$5,000</b> (per contract period) is authorized for expenses directly related to public education training and training materials, for informing the public of the capabilities, limitations, and proper use of 911, and public education materials. <i>(See SECO Public Education Policy)</i>
CPD4	911 Technical Salaries/Benefits and Training	Up to <b>\$13,500</b> (per contract period) is authorized for salaries/benefits, training, and training material expenses for the following positions: MSAG, Mapping/GIS, and/or Information Technology Coordinator(s). Backfill salary is not eligible under this line item. Expenses must directly link to the support and maintenance of WAC eligible 911 equipment.
CPD5	911 Call Receiver Training	Total training funds calculated at <b>\$500</b> (per contract period) per full-time call receiver and training coordinator at the primary PSAP(s) with a cap not to exceed 30 call receivers (or \$15,000) per county.  These funds are to be used for training and training materials that support the roles and functions of the call receiver and the 911 Training Coordinator. Training may be internal or external.  Funds may also be used for a new hire call receiver salary while in training status up to \$2,000 per new hire ( <i>this is the only time regular salary can be claimed for call receivers under this line item</i> ); 911 Training Coordinator regular salary, overtime, and CTO; and call receivers' overtime and backfill while in training status.  <u>Regionalized counties, only the Host County is eligible for this line item.</u>
CPD6	NG911 Modernization	Costs related to modernization of the 911 System as authorized and pre-approved by the State 911 Coordinator. Including, but not limited to, pre-approved software necessary for MSAG/GIS data synchronization, text to 911 security/authentication fobs (capped at 1 per authorized call taking position), and other preapproved expenses related to text-to-911 implementation.  Should there be additional funds available following fulfillment of BSO, WSP Communications, and CPD Contracts, SECO may authorize additional funds for each of the 39 counties and WSP Communications to be used solely for the purpose of NG911 MSAG/GIS Modernization.
CPD7	911 Interpretive Services	Costs incurred for use of interpretive services to facilitate 911 call taking.

**BASIC SERVICE OPERATING (BSO) EXPENSES SECTION**

ELIGIBLE ITEM		STATE REIMBURSEMENT
S4	911 County Coordinator – Salary	Salary/benefits calculated up to <b>\$63,807</b> (per contract period) and can only be claimed for regular salary/benefits. Backfill and overtime is not eligible on this line item.  Person must be appointed/assigned by the County Appointing Authority as the 911 County Coordinator.
S5	Master Street Address Guide (MSAG) & Mapping/ GIS Coordinator - Salary	Salary/benefits calculated up to <b>\$57,090</b> (per contract period) and can only be claimed for regular and overtime salary/benefits. Backfill is not eligible on this line item.  Person(s) must be someone other than the 911 County Coordinator.

S6	911 Information Technology (IT) - Salary	<p>Salary/benefits calculated up to <b>\$27,014</b> (per contract period) and can only be claimed for regular and overtime salary/benefits. Backfill is not eligible on this line item.</p> <p>Person(s) must be someone other than the 911 County Coordinator.</p> <p><u>Regionalized counties</u>, only the host county is eligible for this line item.</p>
S7	911 Call Receiver Salaries and Benefits	<p>Salary/benefits calculated up to <b>\$289,150</b> (per contract period) and can be claimed for regular, overtime and backfill salaries/benefits.</p> <p>Call Receivers are defined as a person(s) whose primary function (at least 50 percent of their time) is sitting at a console, hired, trained/in-training and prepared to answer 911 calls.</p> <p><u>Regionalized Counties</u> – calculated up to <b>\$578,300</b> per host county (per contract year). <i>Example: County A &amp; B are regionalized. County A is the host county. County A is eligible for \$289,150 for A and an additional \$289,150 for County B. Total Call Receiver Salary for County A, as the ‘Host County’, would be \$578,300. County B is not eligible for call receiver salaries/benefits since they are considered a ‘non-host county’ and have no call receivers now.</i></p>
S8	911 Public Education Coordinator – Salary	<p>Salary/benefits calculated up to <b>\$7,273</b> (per contract period) and can only be claimed for regular and overtime salary/benefits.</p> <p>Funds may be used for other PSAP/911 employees that assist the 911 Public Education Coordinator in preparing for and conducting 911 educational activities.</p> <p>Person(s) must be someone other than the 911 County Coordinator.</p>
S9	911 Training Coordinator – Salary	<p>Salary/benefits calculated up to <b>\$7,273</b> (per contract period) and can only be claimed for regular and overtime salary/benefits.</p> <p>Person must be someone other than the 911 County Coordinator.</p> <p><u>Regionalized counties</u>, only the Host County is eligible to for this line item.</p>
B4	MSAG/Mapping/GIS - Training	<p>Training calculated up to <b>\$5,000</b> (per contract period).</p>
B5	911 IT - Training	<p>Training calculated up to <b>\$10,000</b> (per contract period) to support WAC-eligible 911 equipment and must be pre-approved by the SECO.</p> <p><u>Regionalized counties</u>, only the Host County is eligible for this line item.</p>
B6	911 Call Receiver Training	<p>Total training funds calculated at <b>\$1,500</b> (per contract period) per full-time Call Receiver at the primary PSAP. 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.</p> <p>This calculated pool of funds can be used by full &amp; part-time call receivers and working supervisors.</p> <p>These funds are to be used for training and training materials that support the roles and functions of the call receiver. Training may be internal or external.</p> <p>Funds may also be used for a new hire call receiver salary while in training status up to \$2,000 per new hire (this is the only time regular salary can be claimed for call receivers under this line item) and call receivers’ overtime, backfill, and CTO while in training status.</p> <p><u>Regionalized counties</u>, only the Host County is eligible for this line item.</p>

B7	911 Mapping Administration	Calculated up to <b>\$10,000</b> (per contract period). Hardware, software, and services for the 911 Mapping/GIS /MSAG Coordinator to manage the mapping /MSAG data.
B12	Headsets for 911 Call Receivers	Calculated up to <b>\$2,000</b> per county (per contract period) for purchase, maintenance, accessories, and replacement parts (including batteries) of headsets for 911 call receivers. Headsets do not need prior approval to purchase.
B13	Destruction of 911 Records	Calculated up to <b>\$100</b> (per contract period) for destruction of PSAP/911 records.
B14	911 Coordinator Electronic Mail	Calculated up to <b>\$500</b> (per contract period) for electronic mail service. May be used to purchase and/or maintain monthly service device to access 911 email (laptop, Smartphone, etc).

**EQUIPMENT MAINTENANCE**

County baseline equipment maintenance reimbursement amount is calculated at **\$24,700** per authorized call taking position, not to exceed a maximum of six (6) positions or **\$148,200**.

Eligible equipment maintenance expenses may include maintenance contracts with vendors, vendor time and materials, PSAP maintenance employee salaries, benefits, training, training material, component repair or replacement materials, and other repair or preventative maintenance expenses and should be claimed under each specific equipment maintenance line item.

Regionalized Counties, only the Host County is eligible for this line item.

Maintenance for WAC eligible equipment:

S1.1	CPE /Telephone System	S3.1	PSAP Mapping
B1.1	Uninterruptable Power Supply	B8.1	Instant Call Check
B10.1	E911 Management Information Systems (MIS)	B11.1	Call Detail Recorder or Printer
C1.1	Logging Recorder	C2.1	Computer Aided Dispatch (CAD) System
C3.1	Auxiliary Generator	C4.1	Clock Synchronizer
C5.1	Console Furniture		