

## Advisory Committee In-Person Meeting

### I. Call to Order

1 Richard Kirton confirmed quorum and called the meeting to order at 9:15am

### II. Roll Call

2 All AC members & SECO staff that were physically in attendance introduced themselves.

### III. Approval of Previous Meeting Minutes

3 ♦ Advisory Committee Meeting of July 21, 2022, meeting minutes.

4 [Motion to approve minutes as submitted](#)

5 Motion was made by JoAnn Boggs

Seconded by Rick Anderson

All in Favor

Motion Passed

### IV. Old Business

7 Adam Wasserman briefed on the vacant AC positions; state office will reach out, if you know someone in any of the listed  
8 groups, please also reach out. Richard Kirton asked the 911 Authorities SC to look into whether any of these positions can  
9 be eliminated or if they are all required by the RCWs [Attachment C]

### V. 911 State Office Updates

10 Adam Wasserman provided the 911 State Office update. [Attachment A]

## VI. SUBCOMMITTEE REPORTS

### a. Subcommittee Membership Changes

11 Advisory Committee was presented a list of the requested changes to Subcommittee Membership. [Attachment B]

12 [Motion to approve to membership changes, as submitted](#)

13 Motion made by Katy Myers

Seconded by Kim Arredondo

All in Favor

Motion Passed

### b. 911 Operations Subcommittee

15 Katy Myers provided an update related to the recent survey. [Attachment D]

16

17

### c. 911 Authorities Subcommittee

18 Jason Fritz requested a vote to approve the Amended Washington Administrative Code that directly correlates with the  
19 911 RCW rewrite [Attachment E]

20 Motion to approve to membership changes, as submitted

21 Motion made by Katy Myers Seconded by Deanna Wells All in Favor  
22 Motion Passed

23 Jason also provided an update [Attachment A]

### d. Public Education Subcommittee

24 Due to technical difficulties, Eric Frank was unable to provide an update. Chair & State Office express their apologies.

### e. Training Subcommittee

25 Tracey Ollerman provided an update. [Attachment A]

### f. Policies Subcommittee

26 Dave Fuller Provided an update. [Attachment A]

## VII. New Business

27 Department of Health has nominated Jason Norris as their Alternative Representative to the Advisory Committee. The  
28 committee accepted the nomination and will forward it on to The Adjutant General for appointment.

## VIII. Hails/Farewells

- 29
  1. Farwell: Rick Rochleau, County Coordinator for Franklin County, will be retiring, making this his last meeting.
  - 30 2. Hail: Jerry Corder is the new County Coordinator for Chelan County.

## IX. For the Good of the Order

- 31
  1. Wendy Hill provided the APCO/NENA Governmental Affairs report. [Attachment A]
  - 32 2. Richard Kirton provided an APCO informational update. [Attachment A]

## X. Next Quarterly In-Person Meeting

33 The next AC Briefing is scheduled for November 17th at 9am.  
34 The next AC Meeting is scheduled for December 15th at 9am.  
35 Both meetings will be virtual.

*Meeting adjourned at 10:05*

## Report Notes

Key talking points from AC meeting reports:

**V. SECO Update:** Adam Wasserman:  
Eastern Washington: Happy to be having our first AC meeting east of the Cascades; as promised when Adam first stepped into his role as the State 911 Coordinator.

Deputy State 911 Director: Andy Leneweaver's position has been posted in preparation for his retirement at the end of the year; encourage interested parties to apply. Please reach out to Andy or Adam with questions.

Equipment Contracts: Those with equipment contracts, keep a close eye on progress being in line with the end of the biennium; funds cannot transfer to the next biennium.

Budget Outlook: Anticipating the Governor's proposed budget, set to be released on December 16<sup>th</sup>.

In the News: Recent attacks on Colorado (and several other state)'s government websites; nothing experienced here but remain extra cautious. Please reach out to Steve Walsh with any cyber related concerns.

**VI. Subcommittee Reports:**

911 Authorities: Jason Fritz:  
In addition to the new task related to the vacant AC positions (see "Old Business") the Subcommittee will also be using the 2019 Study to look at overall funding and whether an increase in the 911 Excise Tax should be increased.

Beginning next month, and following into 2023, the Subcommittee will return to meeting the same week as the AC meeting; 2 half days, Tuesdays and Wednesdays, with the AC meeting on Thursdays.

Training: Tracey Ollerman  
Katrina Rahier provided an update at the last subcommittee meeting; in the early stages of moving training platform to LMS. Anxiously awaiting assignments from the newly developed Certification Board.

Will be answering question proposed by Adam: *What is our vision for training, from Washington State, looks like?*



Attachment A

<b>SC Reports Cont'd</b>	
	<p>Policies: <u>Dave Fuller</u></p> <p>Subcommittee started meeting again last month, after taking a break during the summer. Will be looking at any needed changes to policies in the next biennium, looking first at the deliverables.</p> <p>Will be working closely with Authorities SC regarding language around "available costs" and coming up with a better definition prior to the next biennium's budget and equipment contracts; expecting a similar process as last time.</p> <p>Next meeting is scheduled for December 13th; tentatively at South Sound; addressing identified "shovel ready" projects.</p>
<b>VII.</b>	<p><b>Gov. Affairs</b> <u>Wendy Hill</u></p> <p><b>[APCO/NENA]:</b> Continue diligently working through the PSERS Retirement</p>
	<p><b>APCO Update</b> Having a successful conference; have already began planning for next years' forums and conferences; more information to come.</p> <p>Anyone that is interested in participating in planning forums or conferences can submit a volunteer form via a link on the <a href="#">APCO website</a> or you can send an email to: <a href="mailto:volunteer@wapconena.org">volunteer@wapconena.org</a>; can volunteer with more than planning; there are a number of committees to join as well.</p>



# Subcommittee Membership Change Requests



## 911 Authorities Subcommittee

Peter Beckwith – Pierce Co [P]  
– *Filling Vacancy*

## Public Education Subcommittee

Emily Jentz – Garfield [P] –  
*Replacing Scott Zaval*

Caitlin Ochoa – Pacific [P] –  
*Replacing Jamie Moseley*

Kelly Conely – Spokane [P] –  
*Replacing Patrick Erickson*

Brittney Niblett – Yakima [A] –  
*Filling Vacancy*

Brooklyn Wolcott – Yakima [P]  
–*Replacing Belen Lopez*

# Old Business

Adam Wasserman



## VACANT AC POSITIONS:

### BOTH Positions:

- Washington Fire Commissioners Association (WFCA)
- Washington Independent Telephone Companies (WITA)
- Washington State Council of Fire Fighters (WSCFF)
- Washington State Fire Fighters Association (WSFFA)
- Washington Wireless Industries – Position – 1 (AT&T)
- Washington Wireless Industries – Position – 3 (Verizon)

### Primary Positions:

- Large Telecommunications Carrier – Position 2 (Lumen)
- National Emergency Number Association (NENA)

### Alternate Positions:

- Association of Washington Cities – East
- Large Telecommunications Carrier – Position 1 (Ziplay Fiber)
- Urban Counties East
- Washington Association of Sheriffs and Police Chiefs (WASPC)
- Washington State Association of Counties – East
- Washington Utilities and Transportation Commission (WUTC)
- Washington Wireless Industries Position – 2 (T-Mobile USA)
- 988 Coordinator

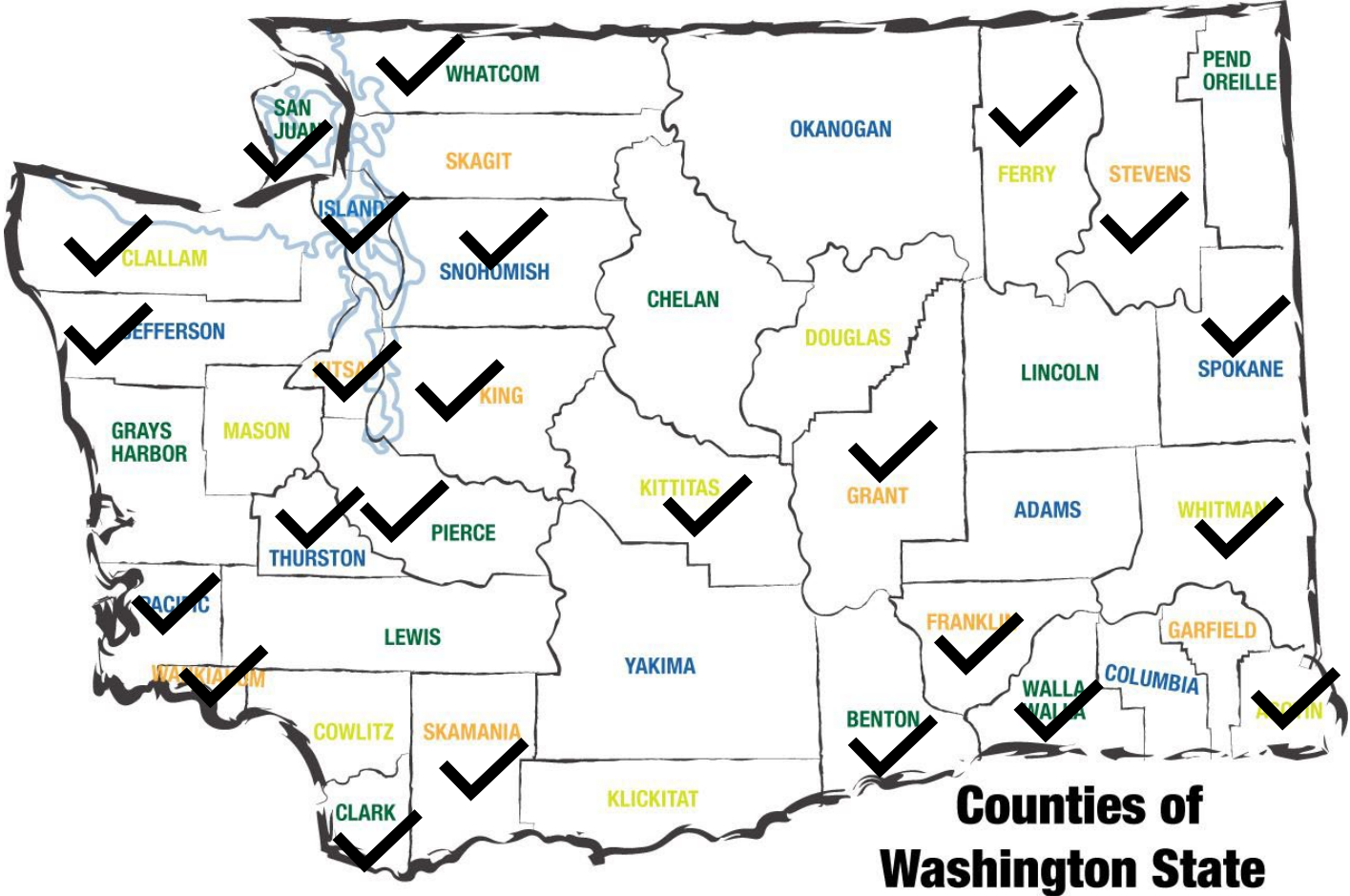


Attachment D

# PSAP Survey Summary



Completed as of 9/22/2022



✓ WSP Bellevue  
WSP Tacoma





# Purpose – Establish a baseline in comparison to the State Strategic Plan & NG911 Plan

- State Strategic Plan
  - Establish and evolve statewide standards for 911 systems
  - Develop an integrated COOP for all PSAPs
  - Streamline number of 911 infrastructure touch-points across the state
- NG911
  - All 911 Calls are Answered & Managed Effectively
    - COOP plans for all PSAPs with identified BackUp Centers
    - BackUp PSAPs' radio systems are connected
    - BackUp PSAPs' CAD systems are connected



# Objective: Establish & Evolve Statewide Standards

## State Strategic Plan Initiatives:

- Define a baseline level of service
- Establish the minimum resources required to meet the baseline level of service
- Develop statewide standards for technology and operations, such as:
  - Ring-time/answer-time standards at PSAP
  - Performance and operation standards for event processing

Survey asked what standards are being used in PSAPs?

# Objective: Establish & Evolve Statewide Standards



- Call Taking Standards
  - 88% of the PSAPs that responded have adopted the NENA/NFPA for call taking.
  - Other standards adopted were stricter than the NENA Standard
  - NENA STA 020.1-2020 – 90% shall be answered in 15 Seconds, 95% should be answered in 20 seconds.
- Call Processing Standards
  - APCO ANS 1.101.4-2022
  - NFPA 1225 or 1221
  - Priority Dispatch for EMD
  - Agency Goals – QA and call processing times



# Objective:

## Develop an integrated COOP for all PSAPs

- Performance Measure:
  - Number of PSAPs submitting up-to-date COOPs
- Initiative: Develop a template identifying key elements of a COOP specific to PSAP operations including:
  - Policy Routing Rules
  - Failover agencies
  - Abandonment locations

Coincides with the NG911 Goal:

COOP Plans for all PSAPs with identified backup centers

Survey asked if a PSAP had a COOP and when it was last updated



# Objective:

## Develop an integrated COOP for all PSAPs

- 13 PSAPS have a written COOP Plan
  - 3 are in progress of updating
  - 3 updated within the last 2 years
  - 3 updated 2-5 years
  - 4 updated over 5 years ago
- 12 PSAPs are developing a COOP Plan
- 6 PSAPs have no COOP Plans
  
- Survey asked if PSAPs have another PSAP able to take their calls, and if they have backup centers



# Objective:

## Develop an integrated COOP for all PSAPs

- 7 PSAPS do not have an outside PSAP identified to transfer their 911 calls to where the outside PSAP's call takers take calls for service
- 6 PSAPs do not have a back-up, offsite location to move their employees to and receive calls for service
  - 2 advised this was in progress or being developed
- 25 PSAPs have a back-up center
  - 17 always available and ready
  - 7 have equipment/software on site but needs to be deployed when used



Objective:

## Streamline 911 Infrastructure Touch-points

- Consider options for regionalization, centralization, and consolidating to streamline number of 911 infrastructure touch-points across the state.

Survey asked what telephone vendor they used and if they were planning on upgrading in the next few years



# Objective:

## Streamline 911 Infrastructure Touch-points

- Telephone Vendors for PSAPs:
  - Intrado – 14
  - Lumen – 6
  - Motorola – 5
  - Solacom – 6
  - Zetron – 2
  - Centurylink & Verizon – 1
- 17 PSAP's are upgrading their current system
- 15 are not planning on an upgrade or change in the next three years





# Opportunities

- Begin reporting on call answer times according to NENA STA 020.1-2020 – 90% shall be answered in 15 Seconds, 95% should be answered in 20 seconds.
- Develop a template identifying key elements of a COOP specific to PSAP operations including:
  - Policy Routing Rules
  - Failover agencies
  - Abandonment locations
- PSAPs planning to upgrade their telephone equipment – consider joint purchases or centralization of equipment



911 Advisory Committee  
State 911 Coordination Office  
Building 20 / MS: TA-20  
Camp Murray, WA 98430-5011  
Business: 253.512.7012

## ***911 ADVISORY COMMITTEE STAFF REPORT 2022***

***DATE: SEPTEMBER 29, 2022***

***SUBJECT: 911 AUTHORITIES SUBCOMMITTEE REPORT***

***FROM: JASON FRITZ CHAIR***

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This document contains updates to the Washington State Administrative Code (WAC) section 118-66, Enhanced 9-1-1 Funding. Authorities is proposing to change the title of this Chapter to 118-66, 911 Funding.

In January of this year, HB 1703 was introduced to the legislature as a bill modernizing the statewide 911 emergency communications system. The bill contained updates to RCWs in section 38.52 directly affecting 911. These updates included language changes reflecting how 911 is operating today within Washington State and to allow for future modernizations to the 911 emergency communications system.

After the passage of HB 1703 in March, the 911 Authorities Subcommittee began working on the associated WACs to update language to align with the RCWs. While major changes were not made, a large amount of clean-up work was completed removing obsolete processes and technology, adding eligible expenses, and ensuring that rules were clearly defined as authorized by the RCWs.

The following WACs are being presented to the 911 Advisory Committee for approval. WACs are presented side-by-side for comparison and precluded with a brief description of changes made.

911 Authorities Subcommittee



# Attachment E

**WAC 118-66-020 – Purpose and priorities**

Language was changed directly reflecting the priorities as now defined in RCW 38.52.540 and 38.52.545. The word enhanced was removed and the dashes between 911 were also removed.



**WAC 118-66-020 – Current Language**

**Purpose and priorities.**

(1) These rules define the purposes for which available state enhanced 9-1-1 account moneys may be expended, consistent with the eligibility requirements, criteria, and priorities of RCW [38.52.540](#) and [38.52.545](#).

(2) RCW [38.52.540](#) authorizes the establishment of a state enhanced 9-1-1 account in the state treasury to be used only for the following purposes:

(a) To support the statewide coordination and management of the enhanced 9-1-1 system;

(b) For the implementation of wireless enhanced 9-1-1 statewide;

(c) For the modernization of enhanced 9-1-1 communications systems statewide; and

(d) To help supplement, within available funds, the operational costs of the statewide enhanced 9-1-1 emergency communications system, including:

(i) Adequate funding of counties to enable implementation of wireless enhanced 9-1-1 service; and

(ii) Reimbursement of radio communications service companies for costs incurred in providing wireless enhanced 9-1-1 service pursuant to negotiated contracts between the counties or their agents and the radio communications service companies.

(3) RCW [38.52.545](#) provides that the rules defining the purposes for which available state enhanced 9-1-1 funds may be expended must consider the base needs of individual counties for specific assistance, and establishes the following expenditure priorities for such funds:

(a) To assure that 9-1-1 dialing is operational statewide;

(b) To assist counties as necessary to assure they can achieve a basic service level for 9-1-1 operations; and

(c) To assist counties as practicable to acquire items of a capital nature appropriate to modernize 9-1-1 systems and increase 9-1-1 effectiveness.

(4) The state enhanced 9-1-1 coordinator, with the advice and assistance of the enhanced 9-1-1 advisory committee, is authorized to enter into statewide agreements to improve the efficiency of enhanced 9-1-1 services for all counties and to specify by rule the additional purposes for which moneys, if available, may be expended from the state enhanced 9-1-1 account.

[Statutory Authority: RCW [38.52.540](#) and [38.52.545](#). WSR 11-03-004, § 118-66-020, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW [38.52.540](#). WSR 03-10-014, § 118-66-020, filed 4/25/03, effective 7/1/03.]

**WAC 118-66-020 – Proposed Language**

**Purpose and priorities.**

(1) These rules define the purposes for which available state 911 account moneys may be expended, consistent with the eligibility requirements, criteria, and priorities of RCW [38.52.540](#) and [38.52.545](#).

(2) RCW [38.52.540](#) authorizes the establishment of a state 911 account in the state treasury to be used only for the following purposes:

(a) To procure, fund, and manage the statewide 911 emergency communications system network, and

(b) To purchase goods and services that support the counties and Washington state patrol public safety answering points in providing 911 baseline level of service statewide, and

(c) To assist the counties and Washington state patrol public safety answering points to provide 911 emergency communications systems and associated administrative, and operational costs, and

(d) To acquire 911 hardware, software, and technology appropriate to support a 911 emergency communications system, 911 emergency communications training and public education, and

(e) To support the statewide coordination and management of the 911 emergency communications system, and

(f) For modernization needs as technology evolves of the 911 emergency communications systems statewide.

(3) RCW [38.52.545](#) specifies rules defining the purposes for which available state 911 moneys may be expended in which the state 911 coordinator, with the advice and assistance of the 911 advisory committee, must consider needs necessary to provide a baseline level of 911 service by individual counties and their designated Washington state patrol public safety answering points. Priorities for available 911 emergency communications system funding are as follows:

(a) To procure, fund, and manage the statewide 911 network and supporting services, and assure that 911 dialing is operational statewide; and

(b) To assist counties and Washington state patrol public safety answering points to provide 911 emergency communications systems and associated administrative and operational costs as necessary to assure that they can achieve a baseline level of service for 911 operations; and

(c) To assist counties and their designated Washington state patrol public safety answering points to acquire 911 hardware, software, and technology to support a 911 emergency communications system baseline level of service.

(4) The state 911 coordinator, with the advice and assistance of the 911 advisory committee, is authorized to enter into statewide agreements to improve the efficiency of 911 services for all counties and to specify by rule the additional purposes for which moneys, if available, may be expended from the state 911 account 118-66-020, filed 4/25/03, effective 7/1/03.

[Statutory Authority: RCW [38.52.540](#) and [38.52.545](#). WSR 11-03-004, § 118-66-020, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW [38.52.540](#). WSR 03-10-014, § 118-66-020, filed 4/25/03, effective 7/1/03.]



## **WAC 118-66-030 – Definitions**

Many definitions were removed because of obsolete technologies or processes. The RCWs added quite a few definitions and those that are referred to in WAC are listed here but refer the reader back to the RCW for the definition. Of note is the removal of the definition for MSAG, and the addition of 911 coordinator electronic mobile device, text to 911 and real time text. Enhanced and the dashes were removed from the term 911.



**WAC 118-66-030 – Current Language**

**Definitions.**

- (1) **"9-1-1 call(s)"** shall mean voice or data that is routed to a public safety answering point (PSAP) by dialing or accessing 9-1-1 in emergency situations.
- (2) **"9-1-1 demarcation point"** shall mean the point at which the 9-1-1 network begins and provides the ingress from the telecommunications providers' network.
- (3) **"9-1-1 network"** shall mean the system of circuits, networks and/or equipment managed and maintained by the Washington state E9-1-1 office to provide 9-1-1 communications from the 9-1-1 demarcation point to the PSAP demarcation point, including the information technology system known as emergency services internet protocol network (ESInet).
- (4) **"9-1-1 management information system (MIS)"** shall mean equipment that collects, stores, and collates 9-1-1 call data into reports and statistics.
- (5) **"Address"** shall mean the identification of a unique physical location by street name, number, postal community (and when available, zip code), latitude, longitude (and, when available, altitude). When applicable, the address may contain the identification of separately-occupied subunits, such as apartment or suite numbers, and where appropriate, other information such as building name or floor number which defines a unique physical location.
- (6) **"Advisory committee"** shall mean the enhanced 9-1-1 advisory committee as established by RCW [38.52.530](#).
- (7) **"Alternate routing"** shall mean a method of routing 9-1-1 calls to a designated alternate PSAP location when all 9-1-1 lines are busy at the primary PSAP location.
- (8) **"ANI/ALI controllers"** shall mean the equipment that processes the 9-1-1 calls and/or data and provides control functions for retrieving and interpreting information in the ANI and ALI databases.
- (9) **"ANI/ALI display equipment"** shall mean the equipment at the PSAP call answering position necessary for the display of automatic number identification and automatic location identification.
- (10) **"Automatic location identification (ALI)"** shall mean a feature of the enhanced 9-1-1 emergency communications system by which the name and address associated with the calling party's telephone number (identified by ANI feature) is forwarded to the PSAP for display.
- (11) **"Automatic location identification (ALI) database"** shall mean the set of ALI records residing on a computer system at an E9-1-1 service provider.
- (12) **"Automatic location identification/data management system (ALI/DMS)"** shall mean a system of manual procedures and computer programs used to create, store, and update the data required for automatic location identification in support of enhanced 9-1-1.
- (13) **"Automatic number identification (ANI)"** shall mean a feature of the enhanced 9-1-1 emergency communications system that allows for the automatic display of the telephone number used to access 9-1-1.
- (14) **"B.01/P.01 grade of service"** shall mean a level of service where the probability that one call out of one

**WAC 118-66-030 - Proposed Language**

**Definitions.**

- (1) **"911 Call(s)"** is a generic term referring to any request for public safety assistance, regardless of the media used to make that request. This term may appear in conjunction with specific media, such as "voice Call", "video Call", "text Call", or "data-only Call" when the specific media is of importance. The term "non-interactive Call" refers to an emergency call that is initiated automatically, carries data, does not establish a two-way interactive media session, and typically does not involve a human at the "initiating" end.
- (2) **"911 Coordinator electronic mobile device"** shall mean equipment capable of receiving and delivering text, data, graphics and other electronic media via a private computer network or the internet.
- (3) **"911 emergency communications system"** has the same meaning as defined in RCW [38.52.010](#) and [82.14B.020](#).
- (4) **"911 information technology services"** shall mean the technical support and maintenance of eligible 911 equipment.
- (5) **"911 mapping administration"** shall mean personnel, hardware, and software necessary to create and maintain geographical information system (GIS) data necessary for geospatial routing, location, interpretation, and to display the data on a PSAP call answering position.
- (6) **"911 management information system (MIS)"** shall mean equipment that collects, stores, and collates 911 call information into reports and statistics.
- (7) **"911 network"** Also referred to as the Next Generation 911 Emergency Services Internet Protocol Network. This network shall meet the service level standards adopted by the state 911 coordination office.
- (8) **"911 public education coordination"** shall mean the development and delivery of 911 public education.
- (9) **"911 training coordination"** shall mean the development and delivery of a 911 call receiver training program.
- (10) **"Advisory Committee"** shall mean the 911 advisory committee as established by RCW [38.52.530](#).
- (11) **"Alternate routing"** shall mean the capability of routing 911 calls to a designated alternate location(s) if all 911 connections are busy, unavailable, or out of service. May be activated upon request or automatically, if detectable, when 911 equipment fails or the PSAP itself is unavailable. This includes default routing which is a predetermined routing path coordinated between a carrier and a PSAP.
- (12) **"Automatic location identification (ALI)"** has the same meaning as defined in RCW [38.52.010](#)
- (13) **"Automatic location identification (ALI) database"** shall mean the set of ALI records residing on a network furnished by the computer system at a 911 system service provider.
- (14) **"Automatic location identification/data base management system (ALI/DBMS)"** shall mean a system of manual procedures and computer programs used to create, store, and update the data required for automatic location identification in support of 911.



hundred (one percent) will be blocked during the average busy hour.

(15) **"Call detail recorder"** shall mean equipment used to store, record or print ANI/ALI information for 9-1-1 calls.

(16) **"Computer aided dispatch (CAD)"** shall mean equipment capable of receiving and disseminating detailed information related to emergency call taking and dispatching.

(17) **"Coordinator professional development"** shall mean a defined group of support elements provided to all counties and Washington state patrol.

(18) **"Customer premise equipment (CPE)"** shall mean equipment utilized by the PSAP to receive and process 9-1-1 communications.

(19) **"Department"** shall mean the Military Department as referred to in RCW [38.52.010](#).

(20) **"Electronic mail"** shall mean a means of delivering text, data, graphics and other electronic media via a private computer network or the internet.

(21) **"Eligible entities"** shall mean the counties and Washington state patrol determined to be eligible for reimbursement of costs for a specified item.

(22) **"Emergency services communication system"** shall mean a multicounty or county-wide communications network, including an enhanced 9-1-1 system, which provides rapid public access for coordinated dispatching of services, personnel, equipment, and facilities for police, fire, medical, or other emergency services.

(23) **"Emergency service zone (ESZ)"** shall mean a geographical area with a combination of designated police, fire, and emergency medical service providers.

(24) **"Enhanced 9-1-1 (E9-1-1) mapping administration"** shall mean personnel, hardware, and software necessary to create and maintain geographical information system (GIS) data necessary to interpret Phase II E9-1-1 latitude and longitude (and, when available, altitude), and to display the data on a PSAP call answering position.

(25) **"Enhanced 9-1-1 emergency communications system"** shall mean a public communications system consisting of a network, database, and on-premises equipment that is accessed by dialing or accessing 9-1-1 and that enables reporting police, fire, medical, or other emergency situations to a public safety answering point. The system includes the capability to selectively route incoming 9-1-1 voice or data to the appropriate public safety answering point that operates in a defined 9-1-1 service area and capability to automatically display the name, address, and telephone number of incoming 9-1-1 voice or data at the appropriate public safety answering point. Enhanced 9-1-1 emergency communications system includes the modernization to next generation 9-1-1 systems.

(26) **"Enhanced 9-1-1 information technology services"** shall mean the technical support and maintenance of eligible E9-1-1 equipment.

(27) **"Enhanced 9-1-1 public education services"** shall mean the development and delivery of 9-1-1 public education.

(28) **"Enhanced 9-1-1 training coordination"** shall mean the development and delivery of a 9-1-1 call receiver in-house training program.

(29) **"Geographical information system (GIS)"** shall mean an integrated system of hardware and software for

(15) **"Baseline level of 911 service"** has the same meaning as defined in RCW [38.52.010](#)

(16) **"Call handling equipment (CHE)"** shall mean equipment and/or systems utilized by the PSAP to receive and process 911 communications. Sometimes this is referred to as customer premise equipment.

(17) **"Computer aided dispatch (CAD)"** shall mean equipment capable of receiving and disseminating detailed information related to call taking and dispatching.

(18) **"Coordinator professional development"** shall mean a defined group of support elements provided to all counties and Washington state patrol.

(19) **"Department"** shall mean the Military Department as referred to in RCW [38.52.010](#).

(20) **"Eligible entities"** shall mean the counties and Washington state patrol determined to be eligible for reimbursement of costs for a specified item.

(21) **"Emergency services communication system"** has the same meaning as defined in RCW [38.52.010](#) and [82.14B.020](#).

(22) **"Emergency service zone (ESZ)"** shall mean a geographical area with a combination of designated police, fire, and emergency medical service providers.

(23) **"Geographical information system (GIS)"** shall mean an integrated system of hardware and software for capturing, managing, analyzing, and displaying geographically referenced information.

(24) **"Interconnected voice over internet protocol service (VoIP)"** has the same meaning as defined in RCW [82.14B.020](#).

(25) **"Interconnected voice over internet protocol service line"** has the same meaning as defined in RCW [82.14B.020](#).

(26) **"Language interpretive service"** shall mean language translation services for 911 calls.

(27) **"Location"** shall mean a civic location or geodetic location that contains enough detail for accurately routing a call to a PSAP serving the location.

(a) **"Address"** shall mean the identification of a unique physical location by street name, number, postal community (and when available, zip code), latitude, longitude, and when available, altitude. When applicable, the address may contain the identification of separately occupied subunits, such as apartment or suite numbers, and where appropriate, other information such as building name or floor number which defines a unique physical location.

(28) **"Logging recorder"** shall mean a device that is capable of time stamping, recording, and replaying 911 voice and data.

(29) **"Mapping display"** shall mean equipment capable of displaying 911 call locations on a map.

(30) **"Multicounty region"** shall mean two or more counties served by a regional PSAP.

(31) "Next Generation 911 emergency communications system" has the same meaning as defined in RCW [38.52.010](#) and [82.14B.020](#).

(32) **"Place of primary use,"** has the same meaning as defined in RCW [82.04.065](#).

(33) **"Policy routing function (PRF)"** is a functional component of an Emergency Service Routing Proxy that implements a policy routing rule.



capturing, managing, analyzing, and displaying geographically referenced information.

(30) **"Instant call check"** shall mean equipment which records 9-1-1 call conversations for immediate playback on demand.

(31) **"Interconnected voice over internet protocol service (VoIP)"** has the same meaning as established under RCW [82.14B.020](#).

(32) **"Interconnected voice over internet protocol service line"** has the same meaning as established under RCW [82.14B.020](#).

(33) **"Language interpreter services"** shall mean language translation services for 9-1-1 calls.

(34) **"Location determination technology (LDT)"** shall mean the technology used exclusively to determine position or geographic location using latitude and longitude (and, when available, altitude) of a wireless 9-1-1 caller when the mobile switching center (MSC) starts a call or while the MSC is engaged in a call, or of a VoIP 9-1-1 caller when the VoIP switch starts a call or while the VoIP switch is engaged in a call.

(35) **"Logging recorder"** shall mean a device that is capable of time stamping, recording and replaying 9-1-1 voice and data.

(36) **"Mapping display"** shall mean equipment capable of displaying 9-1-1 call locations on a map.

(37) **"Master street address guide (MSAG)"** shall mean a database of street names and address ranges within their associated postal communities defining emergency service zones for 9-1-1 purposes.

(38) **"Mobile positioning center (MPC)"** shall mean a point of interface to a wireless network for the emergency service network. The gateway mobile location center (GMLC) serves as the point of interface to the global system for mobile communications (GSM) wireless network. The MPC and GMLC serve as the entity that retrieves, forwards, stores and controls position data within the location network. The MPC/GMLC entity receives position information from the wireless network, forwards it to the emergency services network upon request and coordinates requests for position update.

(39) **"Mobile switching center (MSC)"** shall mean the wireless equivalent of a switching office that provides switching functions for wireless calls.

(40) **"MSC Phase I software capabilities"** shall mean software at an MSC that is necessary for the provision of Phase I E9-1-1 service and is used exclusively for this purpose.

(41) **"MSC Phase II software capabilities"** shall mean software at the MSC that is necessary for the provision of Phase II E9-1-1 service, and is exclusively used for this purpose.

(42) **"Multicounty region"** shall mean two or more counties served by a regional PSAP.

(43) **"Next Generation 9-1-1 (NG9-1-1) network"** shall mean the next evolutionary step in the development of the 9-1-1 emergency communications system known as E9-1-1 since the 1970s. NG9-1-1 is a system comprised of managed IP based networks and elements that augment present-day E9-1-1 features and functions and add new capabilities. NG9-1-1 will eventually replace the present E9-1-1 system. NG9-1-1 is designed to provide access to emergency services from all sources, and to provide

(34) **"Policy routing rule (PRR)"** defines how calls are diverted to an authorized destination when designated by the responsible PSAP.

(35) **"Next generation 911 demarcation point"** has the same meaning as defined in RCW [38.52.010](#)

(36) **"Pseudo-ANI (P-ANI)"** shall mean a non-dialable telephone number used to support routing of wireless 911 calls that may identify a wireless cell, cell sector, or PSAP to which the call should be routed; or a non-dialable telephone number used to support routing of VoIP 911 calls that identifies the PSAP to which the call should be routed.

(37) **"Public safety answering point (PSAP)"** has the same meaning as defined in RCW [38.52.010](#)

(38) **"Radio communications service company (RCSC)"** has the same meaning as defined in RCW [38.52.010](#) and [82.14B.020](#).

(39) **"Real Time Text (RTT)"** is text transmitted instantly as it is typed or created.

(40) **"Statewide services"** shall mean services which benefit all counties and the Washington state patrol and does not require local 911 excise tax revenue to be used prior to state reimbursement. Some are paid directly by the state 911 office, and some are reimbursed through county contracts.

(41) **"Telecommunications provider"** has the same meaning as defined in RCW [38.52.010](#)

(42) **"Telecommunications services priority (TSP)"** shall mean a service that assigns a priority to telecommunications lines for service restoration.

(43) **"Teletype (TTY)"** shall mean a telecommunications device that permits typed telephone conversations with or between deaf, hard of hearing, or speech impaired people with a machine at their location.

(44) **"Text-to-911"** is a service typically provided by mobile carriers, which allows for the sending of short messages to a PSAP from any text enabled device.

(45) **"Traffic studies"** shall mean 911 call studies performed by a telecommunications provider.

(46) **"Uninterruptible power supply (UPS)"** shall mean a system designed to provide power, without delay or electrical transients, during a period when the normal power supply is incapable of performing acceptably and before generator or other auxiliary power is made available.

(47) **"Voice over internet protocol (VoIP) service"** shall mean as defined by the Federal Communications Commission (FCC) in 47 C.F.R. Sec. 9.3.

(48) **"VoIP positioning center (VPC)"** shall mean the entity that retrieves, forwards, stores, and controls position data within the location network.

(49) **"VoIP service provider"** shall mean a provider of VoIP service as defined by the Federal Communications Commission (FCC) in 47 C.F.R. Sec. 9.3.

[Statutory Authority: RCW [38.52.540](#) and [38.52.545](#). WSR 11-03-004, § 118-66-030, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW [38.52.540](#). WSR 03-10-014, § 118-66-030, filed 4/25/03, effective 7/1/03.]





multimedia data capabilities for PSAPs and other emergency service organizations.

(44) **"Night service"** shall mean a feature that forwards all 9-1-1 calls routed to a designated PSAP to an alternate directory number preassigned for that PSAP. The alternate directory number may be associated with another PSAP or other alternate destination.

(45) **"Phase I address"** shall mean the identification of a cell site and cell sector from which a 9-1-1 call originates, and includes identification of a cell site address, cell sector orientation, and/or a text description of the area.

(46) **"Phase I ALI database"** shall mean a computer database used to update the mobile directory number (MDN) information of wireless end user and cell site and cell sector information.

(47) **"Phase I ALI data circuit"** shall mean a dedicated 9-1-1 data circuit between an MSC and a service control point (SCP), and between an SCP and an ALI database.

(48) **"Phase I (ALI)"** shall mean the MDN information of wireless end users and the cell site and cell sector information.

(49) **"Phase I E9-1-1 service"** shall mean service that facilitates the selective routing of wireless 9-1-1 calls and the display of Phase I ALI at the PSAPs.

(50) **"Phase I implementation plan"** shall mean a plan of an RCSC or county for implementation of Phase I E9-1-1 service in a county or counties in Washington state, including, but not limited to: Phase I E9-1-1 service activation date; network flowchart (including the company's relevant MSCs); specification of the technology used for interface to the selective router and the ALI/data management system (ALI/DMS) and a 9-1-1 call flow description; procedures for updating cell site and cell sector information; default and diverse routing plans; and an outline of Phase I E9-1-1 service testing procedures.

(51) **"Phase I interface to ALI database"** shall mean the physical connection of Phase I ALI data circuits from a service control point (SCP) or selective router to the ALI database, and the ALI feature enabling of the circuits.

(52) **"Phase I interface to selective router"** shall mean the physical connection of the Phase I 9-1-1 voice network from an MSC of an RCSC to a selective router, and the selective router feature enabling of the 9-1-1 trunks.

(53) **"Phase I master street address guide (MSAG)"** shall mean records in a master street address guide associated with each cell sector that provide cell site and cell sector identification, address, coverage information, service provider name, and PSAP of the cell sector for automatic display at the PSAP when a wireless 9-1-1 call is processed by that cell sector.

(54) **"Phase I testing"** shall mean testing conducted by an RCSC when Phase I E9-1-1 service is implemented to ensure the service is working correctly and testing after a company makes Phase I E9-1-1 service affecting additions or changes to their networks.

(55) **"Phase II address"** shall mean the latitude and longitude (and, when available, altitude) of the wireless end user.

(56) **"Phase II ALI"** shall mean the latitude and longitude (and, when available, altitude) of the wireless end user, in addition to the mobile directory number information.



When the latitude and longitude are not available the Phase II ALI defaults to Phase I ALI as defined in this chapter.

(57) **"Phase II computer aided dispatch (CAD) system upgrades"** shall mean upgrades to the PSAP CAD system necessary to interpret the Phase II ALI data stream or to provide output to display Phase II location.

(58) **"Phase II E9-1-1 service"** shall mean service provided by an RCSC that delivers Phase I E9-1-1 service and latitude and longitude (and, when available, altitude) of the wireless end user.

(59) **"Phase II implementation plan"** shall mean a plan of an RCSC or county for implementation of Phase II E9-1-1 service in a county or counties in Washington state, including, but not limited to: Phase II E9-1-1 service activation date; network flowchart (including specification of the technology used for Phase II); and an outline of Phase II E9-1-1 service testing procedures.

(60) **"Phase II testing"** shall mean testing conducted by an RCSC when Phase II E9-1-1 service is implemented to ensure the service is working correctly, and periodic testing necessary for the maintenance of the service.

(61) **"Place of primary use,"** as defined in RCW [82.04.065](#), shall mean the street address representative of where the subscriber's use of the mobile telecommunications service primarily occurs, which must be:

(a) The residential street address or the primary business street address of the subscriber; and

(b) Within the licensed service area of the home service provider.

(62) **"PSAP demarcation point"** shall mean the point at which the 9-1-1 network accesses the PSAP's CPE.

(63) **"PSAP mapping"** shall mean a system capable of converting latitude and longitude (and, when available, altitude) to a map display at the 9-1-1 call answering positions at the PSAPs.

(64) **"Pseudo-ANI (P-ANI)"** shall mean a non-dialable telephone number used to support routing of wireless 9-1-1 calls that may identify a wireless cell, cell sector, or PSAP to which the call should be routed; or a non-dialable telephone number used to support routing of VoIP 9-1-1 calls that identifies the PSAP to which the call should be routed.

(65) **"Public safety answering point (PSAP)"** shall mean the public safety answering location for 9-1-1 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering.

(66) **"Radio communications service company (RCSC)"** shall mean every corporation, company, association, joint stock association, partnership, and person, their lessees, trustees, or receivers appointed by any court, and every city or town making available facilities to provide commercial mobile radio communications services, or cellular communications service for hire, sale, and both facilities-based and nonfacilities-based resellers, and does not include radio-paging providers.

(67) **"Reverse ALI search"** shall mean the ability to electronically query the ALI database to obtain an address associated with a known telephone number.

(68) **"Route diversity"** shall mean a method of assuring continuity of service by using multiple transmission routes to deliver a particular service between two points on a network.



(69) **"Selective router"** shall mean a device that provides the switching of 9-1-1 calls and controls delivery of a voice call with ANI to the PSAP and provides selective routing, speed calling, selective transfer, fixed transfer, and certain maintenance functions for each PSAP.

(70) **"Selective routing"** shall mean a feature that permits a 9-1-1 call to be routed to a predesignated PSAP based upon the address and/or location associated with the originating 9-1-1 access point.

(71) **"Service control point (SCP)"** (also referred to as "signal control point") shall mean a remote database within the signaling system 7 (SS7) signaling network that supplies the translation and routing data needed to deliver advanced network services.

(72)(a) **"Service control point (SCP) Phase I capabilities"** shall mean database and routing translations necessary for interpretation of data provided by the MSC on wireless 9-1-1 calls to allow 9-1-1 calls to be routed to the correct PSAP and display the correct MDN of the wireless phone and the correct cell site and cell sector information.

(b) **"Service control point (SCP) Phase II capabilities"** shall mean specific functions and features necessary for interpretation of Phase II data provided by the MPC on wireless 9-1-1 calls to allow 9-1-1 calls to be routed to the correct PSAP and display the latitude and longitude (and, when available, altitude) of the caller.

(73) **"Signaling system 7 (SS7)"** shall mean an out of band signaling system used to provide basic routing information, call set-up and other call termination functions in which signaling is removed from the voice channel itself and put on a separate data network.

(74) **"Statewide services"** shall mean services which benefit all counties and the Washington state patrol and do not require local revenue to be used prior to state reimbursement. Some are paid directly by the state E9-1-1 office and some are reimbursed through county contracts.

(75) **"Switching office"** shall mean a telecommunications provider facility that houses the switching and trunking equipment serving telephones in a defined area.

(76) **"Switching office enabling"** shall mean the technology that allows the public network telephone switching office to recognize and accept the digits 9-1-1.

(77) **"Telecommunications provider"** shall mean a telecommunications company as defined in RCW [80.04.010](#), a RCSC as defined herein, and a commercial mobile radio service provider as defined in 47 C.F.R., section 20.3, and providers of VoIP as defined herein and/or data service.

(78) **"Telecommunications services priority (TSP)"** shall mean a service that assigns a priority to telecommunications lines for service restoration.

(79) **"Teletype (TTY)"** shall mean a telecommunications device that permits typed telephone conversations with or between deaf, hard of hearing, or speech impaired people with a machine at their location.

(80) **"Traffic studies"** shall mean 9-1-1 call studies performed by a telecommunications provider.

(81) **"Uninterruptible power supply (UPS)"** shall mean a system designed to provide power, without delay or electrical transients, during a period when the normal power supply is incapable of performing acceptably.



(82) **"Voice over internet protocol (VoIP) service"** shall mean as defined by the Federal Communications Commission (FCC) in 47 C.F.R. Sec. 9.3.

(83) **"VoIP ALI"** shall mean a feature by which the name and registered address associated with the calling party's VoIP telephone number is forwarded to the PSAP for display.

(84) **"VoIP ALI database"** shall mean a set of VoIP ALI records residing on a computer system at an E9-1-1 service provider or VoIP positioning center.

(85) **"VoIP interface to ALI database"** shall mean the data connection between the VoIP positioning center (VPC) and the ALI database that serves the PSAP.

(86) **"VoIP positioning center (VPC)"** shall mean the entity that retrieves, forwards, stores and controls position data within the location network.

(87) **"VoIP service provider"** shall mean a provider of VoIP service as defined by the Federal Communications Commission (FCC) in 47 C.F.R. Sec. 9.3.

(88) **"VoIP service provider soft switch"** shall mean the VoIP equivalent of a switching office that provides switching functions for VoIP calls.

(89) **"VoIP testing"** shall mean testing conducted by a VoIP service provider when E9-1-1 service is implemented to ensure the service is working correctly, and testing after a company makes E9-1-1 service affecting additions or changes to their networks.

[Statutory Authority: RCW [38.52.540](#) and [38.52.545](#). WSR 11-03-004, § 118-66-030, filed 1/5/11, effective 2/5/11.  
Statutory Authority: RCW [38.52.540](#). WSR 03-10-014, § 118-66-030, filed 4/25/03, effective 7/1/03.]

## **WAC 118-66-040** – County eligibility for funding

No major changes were made to this WAC. Enhanced and the dash were removed from the term 911.



<p><b>WAC 118-66-040 – <i>Current Language</i></b></p> <p><b>County eligibility for funding.</b></p> <p>(1) As required by RCW <a href="#">38.52.510</a>, each county must provide funding for the enhanced 9-1-1 emergency communications system in the county in an amount equal to the amount the maximum taxes under RCW <a href="#">82.14B.030</a>(1) would generate in the county or the amount necessary to provide full funding of the system in the county.</p> <p>(2) A county in the state of Washington may be eligible to receive available funds from the state enhanced 9-1-1 account for certain eligible enhanced 9-1-1 expenses as described in this chapter only if the county has imposed the maximum county enhanced 9-1-1 tax allowed under RCW <a href="#">82.14B.030</a> (1) and (2).</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a> and <a href="#">38.52.545</a>. WSR 11-03-004, § 118-66-040, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW <a href="#">38.52.540</a>. WSR 03-10-014, § 118-66-040, filed 4/25/03, effective 7/1/03.]</p>	<p><b>WAC 118-66-040 – <i>Proposed Language</i></b></p> <p><b>County eligibility for funding.</b></p> <p>(1) As required by RCW <a href="#">38.52.510</a>, each county must provide funding for the 911 emergency communications system in the county in an amount equal to the amount the maximum taxes under RCW <a href="#">82.14B.030</a>(1) would generate in the county or the amount necessary to provide full funding of the system in the county.</p> <p>(2) A county in the state of Washington may be eligible to receive available funds from the state 911 account for certain eligible 911 expenses as described in this chapter only if the county has imposed the maximum county 911 tax allowed under RCW <a href="#">82.14B.030</a> (1) and (2).</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a> and <a href="#">38.52.545</a>. WSR 11-03-004, § 118-66-040, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW <a href="#">38.52.540</a>. WSR 03-10-014, § 118-66-040, filed 4/25/03, effective 7/1/03.]</p>
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**WAC 118-66-042 – Radio communications service company (RCSC) eligibility for wireless funding**

Phase I and II agreements are no longer a process between carriers and counties. Number 2 was removed, and the WAC was changed from what is listed above to Radio communications service company agreements.

<p><b>WAC 118-66-042 – <i>Current Language</i></b></p> <p><b>Radio communications service company (RCSC) eligibility for wireless funding.</b></p> <p>(1) The state enhanced E9-1-1 coordinator is authorized to enter into statewide agreements to improve the efficiency of enhanced 9-1-1 services for all counties, and may do so through execution of statewide agreements with RCSC(s).</p> <p>(2) Funds for wireless enhanced 9-1-1 service shall not be distributed to any radio communications service company that has not negotiated or in good faith attempted to negotiate a wireless enhanced 9-1-1 Phase I or Phase II service agreement with the applicable counties.</p>	<p><b>WAC 118-66-042 – <i>Proposed Language</i></b></p> <p><b>Radio communications service company (RCSC) agreements.</b></p> <p>The state 911 coordinator is authorized to enter into statewide agreements to improve the efficiency of 911 services for all counties, and may do so through execution of statewide agreements with RCSC(s).</p>
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## WAC 118-66-045 – Washington State Patrol (WSP) eligible expenses

Many of the eligible expenses were removed as they are obsolete or do not apply anymore. Language was also updated to clarify the priorities in which funding is eligible but that components within each category do not have to be funded in order of priority. RCW 38.52.545 gave authority for the state to assist the counties and Washington state patrol public safety answering points to provide 911 emergency communications systems **and associated administrative and operational costs**. A workgroup was formed to discuss these costs in more depth. A short list of potential expenses was created. Authorities decided to list “*associated administrative costs*” as a line-item eligible expense in the WAC and ask the 911 Policy Subcommittee to define those eligible expenses and the associated fiscal caps.

WAC 118-66-045 – <i>Current Language</i>	WAC 118-66-045 – <i>Proposed Language</i>
<p><b>Washington state patrol (WSP) eligible expenses.</b></p> <p>Upon designation by a county as a primary PSAP for wireless 9-1-1 calls, a Washington state patrol communications center may be eligible to receive available wireless funds from the state enhanced 9-1-1 account for the following eligible components:</p> <ul style="list-style-type: none"><li>(1) Statewide dialing items:<ul style="list-style-type: none"><li>(a) Coordinator professional development;</li><li>(b) Wireless Phase I E9-1-1 service components:<ul style="list-style-type: none"><li>(i) Phase I automatic location identification (ALI);</li><li>(ii) Phase I address;</li><li>(iii) Service control point Phase I capabilities;</li><li>(iv) Phase I ALI database;</li><li>(v) Phase I interface to selective router;</li><li>(vi) Phase I interface to ALI database;</li><li>(vii) Phase I testing;</li><li>(viii) Phase I implementation plans;</li><li>(ix) Phase I implementation agreements;</li><li>(x) Pseudo-ANI (P-ANI);</li><li>(xi) MSC Phase I software capabilities;</li><li>(xii) Traffic studies between the MSC and selective router;</li><li>(xiii) Phase I ALI data circuits;</li></ul></li><li>(c) Wireless E9-1-1 Phase II service components (including all Phase I components):<ul style="list-style-type: none"><li>(i) Location determination technology;</li><li>(ii) Phase II implementation plan;</li><li>(iii) Phase II testing;</li><li>(iv) MSC Phase II software capabilities;</li><li>(v) Service control point Phase II capabilities; and</li><li>(vi) Mobile positioning center;</li></ul></li><li>(d) NG9-1-1 network;</li><li>(e) 9-1-1 network equivalent (B.01/P.01 grade of service level required);</li><li>(f) Selective routing;</li></ul></li></ul>	<p><b>Washington state patrol (WSP) eligible expenses.</b></p> <p>Upon designation by a county as a primary PSAP for wireless 911 calls, a Washington state patrol communications center may be eligible to receive available wireless funds from the state 911 account for the following eligible categories, components of which are not listed in order of priority:</p> <ul style="list-style-type: none"><li>(1) Statewide dialing items:<ul style="list-style-type: none"><li>(a) Coordinator professional development;</li><li>(b) Next generation 911 emergency communications system;</li><li>(c) Automatic location identification (ALI) database;</li><li>(d) Traffic studies;</li><li>(e) Language interpretive service;</li><li>(f) Alternate routing</li><li>(g) Call handling equipment (CHE) telephone system and maintenance;</li><li>(h) TTY required for compliance with the Americans with Disabilities Act (ADA);</li><li>(i) Call handling equipment (CHE) display equipment for primary PSAPs;</li><li>(j) 911 coordinator duties;</li><li>(k) 911 coordinator electronic mobile device; and</li></ul></li><li>(1) Associated administrative costs</li><li>(2) Baseline service items:<ul style="list-style-type: none"><li>(a) Uninterruptible power supply (UPS) for PSAP 911 equipment and maintenance;</li><li>(b) 911 mapping administration;</li><li>(c) Mapping display for call answering positions</li><li>(d) 911 Management information system;</li><li>(e) Headsets for 911 call receivers; and</li><li>(f) Associated administrative costs</li></ul></li><li>(3) Capital items:<ul style="list-style-type: none"><li>(a) Logging recorder for 911 calls and maintenance;</li></ul></li></ul>



<p>(g) Automatic location identification (ALI) database;</p> <p>(h) Traffic studies between selective router and PSAP;</p> <p>(i) Telecommunications service priority;</p> <p>(j) Language interpretive service;</p> <p>(k) Alternate routing and/or night service;</p> <p>(l) Customer premise equipment (CPE)/telephone system and maintenance;</p> <p>(m) TTY required for compliance with the Americans with Disabilities Act (ADA);</p> <p>(n) ANI/ALI controllers and necessary interfaces to send data to other PSAP equipment;</p> <p>(o) ANI/ALI display equipment for primary PSAPs;</p> <p>(p) PSAP mapping and maintenance;</p> <p>(q) 9-1-1 coordinator duties;</p> <p>(2) Basic service items:</p> <p>(a) Uninterruptible power supply (UPS) for PSAP enhanced 9-1-1 equipment and maintenance;</p> <p>(b) Route diversity between selective router and PSAP;</p> <p>(c) E9-1-1 mapping administration;</p> <p>(d) Instant call check equipment and maintenance;</p> <p>(e) Mapping display for call answering positions that are ANI/ALI equipped;</p> <p>(f) 9-1-1 Management information system;</p> <p>(g) Call detail recorder or printer and maintenance;</p> <p>(h) Headsets for 9-1-1 call receivers;</p> <p>(3) Capital items:</p> <p>(a) Logging recorder for 9-1-1 calls and maintenance;</p> <p>(b) Computer aided dispatch (CAD) system hardware and software and maintenance;</p> <p>(c) Auxiliary generator and generator maintenance to provide 9-1-1 eligible equipment/telephone services backup power;</p> <p>(d) Clock synchronizer and maintenance; and</p> <p>(e) Console furniture for 9-1-1 call receiving equipment and maintenance.</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a> and <a href="#">38.52.545</a>. WSR 11-03-004, § 118-66-045, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW <a href="#">38.52.540</a>. WSR 03-10-014, § 118-66-045, filed 4/25/03, effective 7/1/03.]</p>	<p>(b) Computer aided dispatch (CAD) system hardware and software and maintenance;</p> <p>(c) Auxiliary generator and generator maintenance to provide 911 eligible equipment/telephone services backup power;</p> <p>(d) Clock synchronizer and maintenance;</p> <p>(e) Console furniture for 911 call receiving equipment and maintenance; and</p> <p>(f) Associated administrative costs</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a> and <a href="#">38.52.545</a>. WSR 11-03-004, § 118-66-045, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW <a href="#">38.52.540</a>. WSR 03-10-014, § 118-66-045, filed 4/25/03, effective 7/1/03.]</p>
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## WAC 118-66-050 – State eligible expenses

Many of the eligible expenses were removed as they are obsolete or do not apply anymore. As with the previous WAC, Language was updated to clarify the priorities in which funding is eligible but that components within each category do not have to be funded in order of priority. In the current WAC, 118-66-050 (1) lists multiple eligible expenses that can be paid for with 911 excise tax. The state advised that those expenses are covered under tariff and therefore do not need to be

# Attachment E



listed out. The expenses were removed and 118-66-050 (1) was rewritten to reflect this. RCW 38.52.545 gave authority for the state to assist the counties and Washington state patrol public safety answering points to provide 911 emergency communications systems **and associated administrative and operational costs.** A workgroup was formed to discuss these costs in more depth. A short list of potential expenses was created. Authorities decided to list “*associated administrative costs*” as a line-item eligible expense in the WAC and ask the 911 Policy Subcommittee to define those eligible expenses and the associated fiscal caps.

WAC 118-66-050 – Current Language	WAC 118-66-050 – <i>Proposed Language</i>
<p><b>State eligible expenses.</b></p> <p>Enhanced 9-1-1 communications systems are comprised of multiple components. Subject to available funds, expenses for implementation, operation, and maintenance costs of these components may be eligible for reimbursement if incurred by eligible entities. The components listed below may be eligible for reimbursement to eligible entities from the state enhanced 9-1-1 account based on a reasonable prioritization by the state E9-1-1 coordinator with the advice and assistance of the enhanced 9-1-1 advisory committee and in accordance with the purposes and priorities established by statute and regulation, including WAC <a href="#">118-66-020</a>. The state E9-1-1 coordinator will adopt policies defining specific details related to reimbursement eligibility.</p> <p>(1) Expenses for the following wireline service components may be eligible for reimbursement from the state enhanced 9-1-1 account from funds generated under the state wireline/VoIP enhanced 9-1-1 account (RCW <a href="#">82.14B.030</a> (5) and (7)) as statewide dialing items:</p> <ul style="list-style-type: none"> <li>(a) Switching office enabling;</li> <li>(b) Automatic number identification (ANI);</li> <li>(c) Traffic studies between switching offices and the selective router;</li> <li>(d) ALI/DMS service;</li> <li>(e) Reverse ALI search capability.</li> </ul> <p>(2) Expenses for the following wireless components may be eligible for reimbursement from state enhanced 9-1-1 account funds generated under the state wireless enhanced 9-1-1 excise tax (RCW <a href="#">82.14B.030</a>(6)) as statewide dialing items:</p> <ul style="list-style-type: none"> <li>(a) Wireless Phase I E9-1-1 service components: <ul style="list-style-type: none"> <li>(i) Phase I automatic location identification (ALI);</li> <li>(ii) Phase I address;</li> <li>(iii) Service control point Phase I capabilities;</li> <li>(iv) Phase I ALI database;</li> <li>(v) Phase I interface to selective router;</li> <li>(vi) Phase I interface to ALI database;</li> <li>(vii) Phase I testing;</li> <li>(viii) Phase I implementation plans;</li> <li>(ix) Phase I implementation agreements;</li> <li>(x) Pseudo-ANI (P-ANI);</li> <li>(xi) MSC Phase I software capabilities;</li> </ul> </li> </ul>	<p><b>State eligible expenses.</b></p> <p>911 emergency communications systems are comprised of multiple components. Subject to available funds, expenses for implementation, operation, and maintenance costs of these components may be eligible for reimbursement if incurred by eligible entities. The components listed below may be eligible for reimbursement to eligible entities from the state 911 account based on a reasonable prioritization by the state 911 coordinator with the advice and assistance of the 911 advisory committee and in accordance with the purposes and priorities established by statute and regulation, including WAC <a href="#">118-66-020</a>. The state 911 coordinator will adopt policies defining specific details related to reimbursement eligibility.</p> <p>(1) Expenses for the wireline service as identified in the providers tariff may be eligible for reimbursement from the state 911 account from funds generated under the state wireline 911 account (RCW <a href="#">82.14B.030</a> (5)).</p> <p>(2) Expenses for the following categories, components of which are not listed in order of priority, may be eligible for reimbursement from state 911 account funds.</p> <ul style="list-style-type: none"> <li>(a) Statewide dialing items: <ul style="list-style-type: none"> <li>(i) Coordinator professional development;</li> <li>(ii) Next generation 911 emergency communications system;</li> <li>(iii) Automatic location identification (ALI) database;</li> <li>(iv) Traffic studies;</li> <li>(v) Language interpretive service;</li> <li>(vi) Alternate routing;</li> <li>(vii) Call handling equipment (CHE)/telephone system and maintenance;</li> <li>(viii) TTY required for compliance with the Americans with Disabilities Act (ADA);</li> <li>(ix) CHE display equipment for primary PSAPs;</li> <li>(x) County 911 coordinator duties;</li> <li>(xi) Mapping/GIS coordination and maintenance;</li> <li>(xii) 911 information technology services;</li> <li>(xiii) 911 call receiver salaries and benefits;</li> </ul> </li> </ul>





(xii) Traffic studies between the MSC and selective router;

(xiii) Phase I ALI data circuits;

(b) Wireless E9-1-1 Phase II service components (including all Phase I components):

(i) Location determination technology;

(ii) Phase II implementation plan;

(iii) Phase II testing;

(iv) MSC Phase II software capabilities;

(v) Service control point Phase II capabilities;

and

(vi) Mobile positioning center.

(3) Expenses for the following components are shared with wireline/VoIP and wireless enhanced 9-1-1 services and may be eligible for reimbursement from state enhanced 9-1-1 account funds generated under the state wireline/VoIP enhanced 9-1-1 excise tax (RCW [82.14B.030](#) (5) and (7)) and from state enhanced 9-1-1 account funds generated under the statewide wireless enhanced 9-1-1 excise tax (RCW [82.14B.030](#)(6)):

(a) Statewide dialing items:

(i) Coordinator professional development;

(ii) NG9-1-1 network;

(iii) 9-1-1 network equivalent (B.01/P.01 grade of service level required);

(iv) Selective routing;

(v) Automatic location identification (ALI) database;

(vi) Traffic studies between selective router and PSAP;

(vii) Telecommunications service priority;

(viii) Language interpretive service;

(ix) Alternate routing and/or night service;

(x) Customer premise equipment (CPE)/telephone system and maintenance;

(xi) TTY required for compliance with the Americans with Disabilities Act (ADA);

(xii) ANI/ALI controllers and necessary interfaces to send data to other PSAP equipment;

(xiii) ANI/ALI display equipment for primary PSAPs;

(xiv) PSAP mapping and maintenance;

(xv) County 9-1-1 coordinator duties;

(xvi) MSAG coordination and maintenance;

(xvii) Mapping/GIS coordination and maintenance;

(xviii) 9-1-1 information technology services;

(xix) 9-1-1 call receiver salaries and benefits;

(xx) 9-1-1 public education coordination;

(xxi) 9-1-1 training coordination.

(b) Basic service items:

(i) Uninterruptible power supply (UPS) for PSAP enhanced 9-1-1 equipment and maintenance;

(ii) Route diversity between selective router and PSAP;

(iii) 9-1-1 Coordinator training;

(iv) MSAG training;

(v) Mapping/GIS training;

(vi) Information technology (IT) training;

(vii) Call receiver training;

(viii) E9-1-1 mapping administration;

(ix) Instant call check equipment and maintenance;

(xiv) 911 public education coordination;

(xv) 911 training coordination.

(xvi) 911 coordinator electronic mobile device; and

(xvii) Associated administrative costs

(b) Baseline service items:

(i) Uninterruptible power supply (UPS) for PSAP 911 equipment and maintenance;

(ii) 911 Coordinator training;

(iii) Mapping/GIS training;

(iv) Information technology (IT) training;

(v) Call receiver training;

(vi) 911 mapping administration;

(vii) Mapping display for call answering positions;

(viii) 911 Management information system;

(ix) Headsets for 911 call receivers;

(x) 911 document destruction; and

(xi) Associated administrative costs

(c) Capital:

(i) Logging recorder for 911 calls and maintenance;

(ii) Computer aided dispatch (CAD) system hardware, software and maintenance;

(iii) Auxiliary generator and generator maintenance to provide 911 eligible equipment/telephone services backup power;

(iv) Clock synchronizer and maintenance;

(v) Console furniture for 911 call receiving equipment and maintenance; and

(vi) Associated administrative costs

(3) Within available funds and consistent with statutory and regulatory purposes and priorities, the state 911 coordinator (with the advice and assistance of the 911 advisory committee) has the discretion to allocate state 911 account funds to eligible entities as reimbursement for 911 eligible expenses.

(4) Eligible expenses for components established in WAC [118-66-050](#) (2) may be eligible for reimbursement from state 911 account funds generated under the state wireline/VoIP 911 excise tax (RCW [82.14B.030](#) (5) and (8)) and state 911 account funds generated under the state wireless 911 excise tax (RCW [82.14B.030](#) (6)). (All shared components.)

[Statutory Authority: RCW [38.52.540](#) and [38.52.545](#). WSR 11-03-004, § 118-66-050, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW [38.52.540](#). WSR 03-10-014, § 118-66-050, filed 4/25/03, effective 7/1/03.]



(x) Mapping display for call answering positions that are ANI/ALI equipped;

(xi) 9-1-1 Management information system;

(xii) Call detail recorder or printer and maintenance;

(xiii) Headsets for 9-1-1 call receivers;

(xiv) Enhanced 9-1-1 document destruction;

(xv) 9-1-1 coordinator electronic mail.

(c) Capital:

(i) Logging recorder for 9-1-1 calls and maintenance;

(ii) Computer aided dispatch (CAD) system hardware and software and maintenance;

(iii) Auxiliary generator and generator maintenance to provide 9-1-1 eligible equipment/telephone services backup power;

(iv) Clock synchronizer and maintenance; and

(v) Console furniture for 9-1-1 call receiving equipment and maintenance.

(4) Within available funds and consistent with statutory and regulatory purposes and priorities, the state enhanced 9-1-1 coordinator (with the advice and assistance of the enhanced 9-1-1 advisory committee) has the discretion to allocate state enhanced 9-1-1 account funds to eligible entities as reimbursement for wireline/VoIP and wireless enhanced 9-1-1 eligible expenses.

(5) Eligible expenses for wireline/VoIP components established in WAC 118-66-050(1) may only be eligible for reimbursement from state enhanced 9-1-1 account funds generated under the state wireline/VoIP enhanced 9-1-1 excise tax (RCW [82.14B.030](#) (5) and (7)). Such funds shall be allocated based on statutory and regulatory purposes and priorities and WAC [118-66-020](#).

(6) Eligible expenses for wireless components established in WAC 118-66-050(2) may only be eligible for reimbursement from enhanced 9-1-1 account funds generated under the state wireless enhanced 9-1-1 excise tax (RCW [82.14B.030](#)(6)). Such funds shall be allocated based on statutory and regulatory purposes and priorities and WAC [118-66-020](#).

(7) Eligible expenses for components established in WAC 118-66-050(3) may be eligible for reimbursement from state enhanced 9-1-1 account funds generated under the state wireline/VoIP enhanced 9-1-1 excise tax (RCW [82.14B.030](#) (5) and (7)) and state enhanced 9-1-1 account funds generated under the state wireless enhanced 9-1-1 excise tax (RCW [82.14B.030](#)(6)). (All shared components.) The amount allocated from each tax source will be based on an equitable distribution determined by the state E9-1-1 coordinator with the advice and assistance of the enhanced 9-1-1 advisory committee. Such funds shall be allocated based on statutory and regulatory purposes and priorities and WAC [118-66-020](#).

[Statutory Authority: RCW [38.52.540](#) and [38.52.545](#). WSR 11-03-004, § 118-66-050, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW [38.52.540](#) WSR 03-10-014, § 118-66-050, filed 4/25/03, effective 7/1/03.]



## WAC 118-66-060 – County eligible expenses

No major changes or additions to this WAC. 118-66-060 (1) was changed to reflect that if approved there will only be two sections. Enhanced and the dashes were removed from 911.

<b>WAC 118-66-060 – Current Language</b>	<b>WAC 118-66-060 – Proposed Language</b>
<p><b>County eligible expenses.</b></p> <p>(1) In addition to the state reimbursement eligible items listed in WAC 118-66-020 (1) through (3), PSAP and 9-1-1 administration cost items are eligible county 9-1-1 expenses, including the following items, which are not listed in order of priority:</p> <ul style="list-style-type: none"><li>(a) Management services;</li><li>(b) Human resources services;</li><li>(c) Legal costs;</li><li>(d) Financial services;</li><li>(e) PSAP and 9-1-1 administration lease/purchase costs;</li><li>(f) E9-1-1 building repair and maintenance, and major systems replacement/repair;</li><li>(g) E9-1-1 property and liability insurance;</li><li>(h) PSAP and 9-1-1 administrative telephone system;</li><li>(i) E9-1-1/NG9-1-1 reserve accounts; and</li><li>(j) Radio communications services companies wireless enhanced 9-1-1 recovery expenses.</li></ul> <p>(2) The items listed in subsection (1) of this section are not eligible for funding from the state enhanced 9-1-1 account nor shall such items be used in the determination of eligibility in receiving state assistance from the state enhanced 9-1-1 account.</p> <p>(3) When the items listed in subsection (1) of this section are used with other PSAP operations such as dispatching, the county 9-1-1 eligible amount shall be determined by percentage of use.</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a> and <a href="#">38.52.545</a>. WSR 11-03-004, § 118-66-060, filed 1/5/11, effective 2/5/11.]</p>	<p><b>County eligible expenses.</b></p> <p>(1) In addition to the state reimbursement eligible items listed in WAC <a href="#">118-66-020</a> (1) through (2), additional PSAP and 911 administration cost items are eligible county 911 expenses, including the following items, which are not listed in order of priority:</p> <ul style="list-style-type: none"><li>(a) Management services;</li><li>(b) Human resources services;</li><li>(c) Legal costs;</li><li>(d) Financial services;</li><li>(e) PSAP and 911 administration lease/purchase costs;</li><li>(f) 911 building repair and maintenance, and major systems replacement/repair;</li><li>(g) 911 property and liability insurance;</li><li>(h) PSAP and 911 administrative telephone system; and</li><li>(i) 911/NG911 reserve accounts,</li></ul> <p>(2) The items listed in subsection (1) of this section are not eligible for funding from the state 911 account nor shall such items be used in the determination of eligibility in receiving state assistance from the state 911 account.</p> <p>(3) When the items listed in subsection (1) of this section are used with other PSAP operations such as dispatching, the county 911 eligible amount shall be determined by percentage of use.</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a> and <a href="#">38.52.545</a>. WSR 11-03-004, § 118-66-060, filed 1/5/11, effective 2/5/11.]</p>

## WAC 118-66-081 – Funding applications

No major changes or additions to this WAC. Enhanced and the dashes were removed from 911.



<p><b>WAC 118-66-081 – Current Language</b></p> <p><b>Funding applications.</b></p> <p>Requests for funding shall be submitted in accordance with application formats developed by the state E9-1-1 coordinator and shall include plans and budget information justifying the funding request, an annual schedule of eligible items, funding levels, and funding priority. The state E9-1-1 coordinator will establish a schedule of annual application dates.</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a>, WSR 03-10-014, § 118-66-081, filed 4/25/03, effective 7/1/03.]</p>	<p><b>WAC 118-66-081 – Proposed Language</b></p> <p><b>Funding applications.</b></p> <p>Requests for funding shall be submitted in accordance with application formats developed by the state 911 coordinator and shall include plans and budget information justifying the funding request, an annual schedule of eligible items, funding levels, and funding priority. The state 911 coordinator will establish a schedule of annual application dates.</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a>, WSR 03-10-014, § 118-66-081, filed 4/25/03, effective 7/1/03.]</p>
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**WAC 118-66-085 – Reporting requirements for radio communications service companies (RCSC’s).**

It was discussed that holding the wireless carriers to this provision is difficult and that the data received from these reports does not appear to be useful and has not been being done. Authorities is requesting to remove this WAC.

<p><b>WAC 118-66-085 – Current Language</b></p> <p><b>Reporting requirements for radio communications service companies (RCSCs).</b></p> <p>In addition to other reports that may be required as a condition of funding, RCSCs shall report to the state E9-1-1 office, on a per county basis, the total number of customers, including customers that are using resold services from that company, based on the customer's place of primary use. These numbers shall reflect the total number of customers at the end of each calendar year and shall be furnished to the respective county enhanced 9-1-1 coordinator by March 1 of the following year. RCSCs shall conduct traffic studies on 9-1-1 call volumes between their MSC and each selective router in the state as requested by the state E9-1-1 coordinator. Up to four studies may be requested by the state E9-1-1 coordinator during any calendar year.</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a>, WSR 03-10-014, § 118-66-085, filed 4/25/03, effective 7/1/03.]</p>	<p><b>WAC 118-66-085 – <i>ASC asking to remove</i></b></p> <p><del><b>Reporting requirements for radio communications service companies (RCSCs).</b></del></p> <p><del>In addition to other reports that may be required as a condition of funding, RCSCs shall report to the state E9-1-1 office, on a per county basis, the total number of customers, including customers that are using resold services from that company, based on the customer's place of primary use. These numbers shall reflect the total number of customers at the end of each calendar year and shall be furnished to the respective county enhanced 9-1-1 coordinator by March 1 of the following year. RCSCs shall conduct traffic studies on 9-1-1 call volumes between their MSC and each selective router in the state as requested by the state E9-1-1 coordinator. Up to four studies may be requested by the state E9-1-1 coordinator during any calendar year.</del></p> <p><del>[Statutory Authority: RCW <a href="#">38.52.540</a>, WSR 03-10-014, § 118-66-085, filed 4/25/03, effective 7/1/03.]</del></p>
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**WAC 118-66-090 – Other rules**

No major changes or additions to this WAC. Enhanced and the dashes were removed from 911.



WAC 118-66-090 -Current Language	WAC 118-66-090 – <i>Proposed Language</i>
<p><b>Other rules.</b></p> <p>Through other governmental agencies, such as the Federal Communications Commission and the Washington utilities and transportation commission, rules have and will be adopted which will impact the statewide operation of enhanced 9-1-1. By this reference, this rule is intended to be consistent with and complementary to these other rules.</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a> and <a href="#">38.52.545</a>. WSR 11-03-004, § 118-66-090, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW <a href="#">38.52.540</a>. WSR 03-10-014, § 118-66-090, filed 4/25/03, effective 7/1/03.]</p>	<p><b>Other rules.</b></p> <p>Through other governmental agencies, such as the Federal Communications Commission and the Washington utilities and transportation commission, rules have and will be adopted which will impact the statewide operation of 911. By this reference, this rule is intended to be consistent with and complementary to these other rules.</p> <p>[Statutory Authority: RCW <a href="#">38.52.540</a> and <a href="#">38.52.545</a>. WSR 11-03-004, § 118-66-090, filed 1/5/11, effective 2/5/11. Statutory Authority: RCW <a href="#">38.52.540</a>. WSR 03-10-014, § 118-66-090, filed 4/25/03, effective 7/1/03.]</p>

Upon approval from the AC to move forward with the WAC updates, Authorities will begin to address the stagnant 911 funding. The 2019 cost study will be utilized, but much more data will need to be gathered to see where funding is needed, how shortfalls are being covered today and whether the answer is an excise tax increase, other revenue sources or the way today’s funds are currently distributed. Authorities is asking the AC for some guidance as to what result they would like to see from this committee pertaining to funding.

Thank you,

911 Authorities Subcommittee

Jason Fritz - Chair  
 Jami Hoppen  
 Ben Brier  
 Erica McNamara  
 Peter Beckwith  
 Kim Lettrick  
 Helen Rasmussen  
 Jo Gilcrest

Kim Arredondo - Vice Chair  
 Brenda Cantu  
 Stacie Huibregtse  
 Ed Heffernan  
 Joann Boggs  
 Vanessa Barnes  
 Deanna Wells  
 Tina Meier

