



STATE OF WASHINGTON
MILITARY DEPARTMENT
EMERGENCY MANAGEMENT DIVISION

MS: TA-20 Building 20
Camp Murray, Washington 98430-5122
Phone: (253) 512-7000 • FAX: (253) 512-7200

Enhanced 911 Training Policy

Effective July 1, 2004

STATEMENT OF PURPOSE

The State E911 Office will reimburse counties for training costs supporting those activities directed at the 9-1-1 telecommunicators. The training policy ensures state and county accountability in the application of state 9-1-1 taxes. Furthermore, it provides structure and consistency with some flexibility in training fund expenditures by the counties to meet the training needs within the individual county.

FUNDING DETERMINATION

Funding is based upon \$2,000 per telecommunicators. It is recognized that different telecommunicators have different training requirements and so funding is a lump sum to be used as needed.

Applicable to County Coordinators and Telecommunicators

- Eligible funding will be limited to:
 - \$3,000 per year for county coordinators.
 - \$2,000 per year for telecommunicators (at least 50 percent of time is spent answering 911 calls).
- Costs associated with travel in accordance with state or county regulations whichever is more restrictive.
 - This Internet web site provides a listing of Washington hotels with State contracts for cost savings benefit at <http://www.ofm.wa.gov/policysc/10.90asc10.pdf>
 - See E911 Travel Policy.
- Not more than 50% of the eligible annual amount for either county coordinators or telecommunicators can be spent on any one training session or activity (*not including eligible backfill costs*). Exception: If an offered training would exceed 50% of the annual allotment and it does not appear on the pre-approved conference list, a written request along with justification must be submitted to the State E911 Office for approval *in advance of the training*.
 - **Pre-approved Conference List:** APCO, NENA, EMD provider conference, national user group attendance, NW Management Seminar (*county coordinator only*).
- A limit of \$4,999 for a single request by a county or agency for 9-1-1 specific training provided by a sole vendor. If the county hires a sole source provider, the county must offer the training to other counties within the state and the majority of personnel in attendance must be PSAP personnel. State requirements to sole source personal service contracts must be followed (RCW 39.29). If pre-approval is not received prior to the training and the total cost for the training exceeds \$5,000, the county will receive no



funding for the training. Information regarding sole source requirements can be found at <http://www.leg.wa.gov/RCW/index.cfm?fuseaction=chapterdigest&chapter=39.29>

Training Reimbursements are Limited to the Following Categories:

- 9-1-1 specific books, training materials and computer-based training
- 9-1-1 telephone training simulators, not to exceed \$5,000
- In-house training
 - Communications Training Officer (CTO). All CTOs must be certified by an approved program to receive state reimbursement. Effective July 1, 2007.
 - Primary classroom instructor with oversight and responsibility for training (*must complete instructor development training within three years*)
 - New employee training costs, if completed within the first 12 months of employment
- Emergency Medical Dispatch (EMD) Certification and Re-certification
 - Includes cost of new EMD guide cards and staff training to implement a new EMD provider system. Does not include hardware or software costs.
- Calltaking/fire/police dispatching guide cards that support a structured training program.
- National user group attendance for CAD/EMD (limited to one person – County Coordinator or their designee who has direct CAD/EMD oversight for the agency). Local and regional user groups are not funded.
- Training-related registration fees
- 9-1-1 calltaker-related conferences/workshops/courses
 - May include, but not limited to, domestic violence, hostage negotiation, suicide prevention, TTY/TDD
- WSCJTC Telecommunicator I, II, IV, and future courses
- On-line (*Internet-based*) 9-1-1 specific training coursework
- Basic supervisory skills training
- ACCESS training
- Overtime for attendees
- Overtime for back-fill for attendees
- Part-time backfill at straight time salary (*if not claimed under the salary assistance provision*)
- Rental vehicles with prior approval for out-of-area conference/training attendance. Must be the most economical option available
- Costs associated with GEO training jurisdictional tours, mileage, and backfill. Mileage reimbursement in accordance with State Travel Policy. Rental vehicles are not funded.

Ineligible Costs for Training Reimbursement (Expenses which are not reimbursable)

- 9-1-1 specific equipment and software (with the exception of the E911 telephone simulators listed above)
- MSAG coordinator forum attendance
- Local and regional user group attendance
- Non 9-1-1 training, such as but not limited to:
 - Personnel training
 - Jurisdiction required training
- Any publication subscription or organization membership

Training Policy

July 1, 2004

- Membership may be paid only if pre-approved by the State E911 Office with evidence of a cost benefit (i.e., a greater cost savings realized with a membership than without a membership for conference attendance)
- Standard Operating Procedures (SOP) reviews for incumbent employees
- Common equipment that can be used for multiple purposes
 - TVs, VCRs, DVD players, computers, etc.
- Rental vehicles for GEO training jurisdictional tours.

APPROVED:



Robert Oenning
State 911 Coordinator


Date