

## POLICY ON COST REIMBURSEMENT

### Public Safety Answering Points

In order to meet its obligations under HRS Chapter 138, the Wireless Enhanced 911 Board is responsible for the administration of the Wireless Enhanced 911 (WE911) Fund, into which is deposited the monthly surcharge imposed on each commercial mobile radio service connection collected by wireless providers and resellers, and from which is distributed reimbursable costs to eligible Public Safety Answering Points (PSAPs) and Wireless Service Providers (WSPs) for their permissible costs.

This policy establishes the guidelines to be used by Public Safety Answering Points in seeking reimbursement of their permissible costs for deploying and implementing Wireless Enhanced 911 service, in accordance with HRS §138-5.

PSAPs are eligible for reimbursement from the WE911 Fund for costs incurred for WE911 service after January 1, 2005.

### PSAP Cost Eligibility

The WE911 Board will provide reimbursement subject to availability of funds:

“...the reasonable costs to lease, purchase, or maintain all necessary equipment, including computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the wireless enhanced 911 service pursuant to the Federal Communications order.” (HRS §138-5)

In addition, the WE911 Board has determined that Geographic Information System (GIS) and Mapping for Phase II call handling is a necessary requirement for a PSAP to use data sent by WSPs. These costs may include, but are not be limited to, the following:

- Customer Premise Equipment (CPE) upgrades specifically required to deploy wireless 911 Phase I and Phase II service.
- Additional circuits or trunks related to wireless call volume.
- Expansion of voice logging recorder channels related to additional wireless 911 circuits.
- CAD system upgrades and additional maintenance costs caused or necessitated by WE911 (e.g., ALI data stream format change to CAD interface).
- Professional services related to the deployment of Phase I and Phase II capability.
- Initial purchase of a call accounting or telephony management information system if the PSAP does not already have such a system.
- PSAP mapping application software, upgrades, implementation costs, system integration, and maintenance costs.
- Incremental costs of Geographic Information System (GIS) data to support Computer Aided Dispatch or Mapping applications required for Phase II call handling (e.g., data extraction routines).

The WE911 Board's intent is to disburse funds to every eligible PSAP for 100 percent of their eligible expenses, in the most expeditious manner possible, and subject to the availability of funds in the WE911 Fund. If sufficient funds are not available to reimburse every PSAP for 100 percent of their eligible costs, then the WE911 Board will determine the most equitable distribution that is PSAP-neutral.

### **Local Exchange Carrier and 9-1-1 Service Supplier Costs that are passed on the PSAPs for reimbursement**

The WE911 Board shall provide full reimbursement (subject to availability of funds) for any Local Exchange Carrier (LEC) costs that are passed on to the PSAPs, required solely for the implementation and processing of WE911 calls. These costs may include the following:

- Incremental costs of Automatic Location Database (ALI) services related to wireless Phase I and Phase II call processing.
- Incremental costs of supporting Phase I and Phase II compatible CPE.
- Central Office switch provisioning related to wireless 911 call processing.
- Additional 911 trunks from a Selective Router to the PSAP.

### **Submitting Reimbursement Requests**

PSAPs may submit Reimbursement Requests consisting of the expenditures the PSAP has incurred since January 1, 2005. Separate Reimbursement Requests may be submitted as PSAP funds are expended, or the PSAP may submit a single consolidated request for reimbursement.

Non-Recurring Costs (NRCs) will only be reimbursed once by the Board. Recurring costs will be reimbursed monthly by the Board as they are incurred by the PSAP. PSAPs will need to submit written Reimbursement Requests for these Monthly Recurring Costs (MRCs).

Eligible costs are those determined by the WE911 Board in accordance with HRS §138-5. However, pursuant to HRS §138-5: "All other expenses necessary to operate the public safety answering point, including but not limited to those expenses related to overhead, staffing, and other day-to-day operational expenses, shall continue to be paid through the general funding of the respective counties."

### **Phase I/II Request Letters**

Each PSAP must submit to the Board a copy of each Phase I/II request letter that was sent to the WSPs in the PSAP's jurisdiction. If a PSAP has already begun deployment of either Phase I or II, then a list of the wireless carriers and their deployment status shall also be provided.

### **Application Instructions**

PSAPs requesting reimbursement for implementing Phase I or II WE911 service are required to submit a written Reimbursement Request to the WE911 Board, and will need to use the form

provided by the WE911 Board. The Reimbursement Request Worksheet has been designed to simplify the process of applying for the reimbursement of WE911 service and improvement costs. The worksheet will also be used for the “true-up” process at the end of each fiscal year.

The Worksheet is divided into three separate areas, as listed below.

1. **PSAP Information.** In the spaces provided, please list the PSAP name, county, the total amount requested (both one-time and recurring), and the name and title of the person completing the form. If the reimbursement check should be directed to another department or agency, please identify that contact information as well.
2. **Equipment, Systems, or Services Related to WE911.** In this section, list all equipment, systems, or services purchased by the PSAP for the implementation and maintenance of WE911 service. Each line item should correspond to specific equipment or services as invoiced by your providers. Costs should be broken down into two categories:
  - a. *Non-Recurring Costs (NRCs)* are one-time costs incurred by the PSAP for implementing WE911 service, such as purchase or start-up costs. These costs will only be reimbursed once by the Board.
  - b. *Monthly Recurring Costs (MRCs)* are those on-going costs associated with the provision of WE911 service. Examples include system maintenance or licensing costs.
3. **Local Exchange Carrier (LEC) Costs.** In this section, identify all LEC costs for the provision and maintenance of WE911 to the PSAP. Do not include LEC charges for the provision and maintenance of wire line enhanced 9-1-1 service. Costs should be broken down into the following two groups:
  - a. *Non-Recurring Costs (NRCs)* are one-time costs incurred by the PSAP for implementing WE911 service. Examples include, but are not limited to equipment or software purchases, installation and provisioning costs.
  - b. *Monthly Recurring Costs (MRCs)* are those monthly costs associated with the on-going provision of WE911 service. Examples include, but are not limited to database maintenance and technical support.

PSAP Managers/Directors will need to complete the Reimbursement Request Worksheet. Please submit the completed worksheet with copies of provider invoices to:

Mr. Philip Kahue, Executive Director  
Hawaii Wireless Enhanced 911 Board  
1600 Kapiolani Blvd, Suite 530  
Honolulu, HI 96814

The Reimbursement Request may be provided electronically (with scanned/digitized copies of the supporting documentation) to Mr. Kahue at [pkahue@akimekatech.com](mailto:pkahue@akimekatech.com). Please contact Mr. Kahue directly at (808) 943-9545 to confirm receipt of the email and attachments.

### **Approval and Disbursement Process**

After receipt of the Request, the Technical and Funding Committees of the WE911 Board will review each Application. The PSAP may be requested to provide additional information to clarify specific line items of the reimbursement request. The Committees will initially determine the eligibility of any particular cost item. The Committees will advise the PSAP of any costs that are considered ineligible, and request that the Application be amended.

At the next meeting of the Board, the Committees will report to the Board and recommend payment of the reimbursement request (as amended, if necessary). The WE911 Board will subsequently notify the PSAP of the dollar amounts approved.

If the PSAP wishes to dispute the Committee designation of ineligible costs, they should make a formal appeal to the Board, addressed to the Chair. The appeal should be provided in writing; a representative of the PSAP may optionally provide their justification in a presentation to the Board. The full Board will review the specific disputed claims for reimbursement and make a final determination of reimbursement eligibility. Arrangements for a Board Presentation should be made in advance to allow for scheduling and required public notice.

### **Reconciliation Process**

The WE911 Board will conduct an annual reconciliation for each PSAP submitting a Reimbursement Request and receiving payments. The reconciliation will be conducted in the first quarter of each fiscal year, and will cover the immediate past fiscal year (1 July to 30 June). The initial schedule of reconciliations will be in July, August, and September 2007.

The purpose of the reconciliation is to review Monthly Recurring Costs and to understand any escalation in recurring costs, as well as to identify any opportunities for consolidation of cost centers.

### **Amendments to Procedures**

The WE911 Board reserves the right to adopt amendments to the funding procedures and application forms as may be necessary to comply with the requirements of HRS §138. PSAPs are encouraged to suggest changes and improvements they feel may be appropriate to improve the implementation and funding of Phase I and II 911 service in the State of Hawaii.

### **Dispute Resolution**

Disputes will be resolved in accordance with HRS section 138-11.

**PSAP REIMBURSEMENT REQUEST WORKSHEET**

**1. PSAP INFORMATION**

- a. PSAP/County:
- b. Individual submitting request:
- c. Rank/Title:
- d. Telephone Number: Email Address:
- e. Contact/Address for Reimbursement Payments:
- f. Total Amount Requested: NRC: \$ MRC: \$

<b>2. EQUIPMENT, SYSTEMS, OR SERVICES RELATED TO WIRELESS E9-1-1</b>				
Item	Description	Quantity	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
<b>Total</b>				

<b>3. LEC COSTS FOR WIRELESS E9-1-1</b>				
Item	Description	Quantity	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
<b>Total</b>				

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