

**WAC 118-66-030 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 "noninteractive 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, or 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.

(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 service**" shall mean the set of records residing on computer systems and the associated process, procedures, and programs used to create, store, and update the data for presentation to the public safety telecommunicator when a customer accesses the 911 emergency communications system.

(14) "**Baseline level of 911 service**" has the same meaning as defined in RCW 38.52.010.

(15) "**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 (CPE).

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

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

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

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

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

(21) "**Language interpreter services**" shall mean language translation services for 911 calls.

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

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

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

(25) "**Next generation 911 emergency communications system**" has the same meaning as defined in RCW 38.52.010 and 82.14B.020.

(26) "**Next generation 911 demarcation point**" has the same meaning as defined in RCW 38.52.010.

(27) "**Place of primary use**" has the same meaning as defined in RCW 38.52.010 and 82.14B.020.

(28) "**Public safety answering point (PSAP)**" has the same meaning as defined in RCW 38.52.010.

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

(30) "**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.

(31) "**Telecommunications provider**" has the same meaning as defined in RCW 38.52.010.

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

(33) "**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.

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

(35) "**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.

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

[Statutory Authority: RCW 38.52.520. WSR 24-13-025, § 118-66-030, filed 6/7/24, effective 7/8/24. 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.]