Washington Military Department Emergency Management Division	Effective Date: July 1, 2009 **E911 COMPUTER AIDED DISPATCH (CAD) SUPPORT POLICY** **Cancels all previous E911 Computer Aided Dispatch Support Policies** **See Also:** WAC 118-66-050 E911 County Contract Policy E911 County Regionalization Policy E911 Washington State Patrol Policy E911 Training Policy

COMPUTER AIDED DISPATCH SUPPORT POLICY

This policy applies to all Washington State counties that are eligible for the Operation Section of the County Contract.

Computer Aided Dispatch (CAD) system hardware and software, in accordance with WAC 118-66-050, are eligible for reimbursement as Enhanced 911 (E911) expenses. CAD software is an information management tool for public safety communications professionals. It helps to automate the entry, storage and retrieval of information essential to handling requests for assistance from citizens placing E911 calls. It provides the technology required for improving the speed of emergency response to the public in need of police, fire, or medical assistance.

1. Background

a. CAD is a software program specifically designed for the entry of incident information received from either an E911 caller or a field unit responding to an incident. CAD displays that information on the computer screen to assist in quickly and efficiently dispatching and tracking the activities of field units to handle those incidents. As part of this process, CAD also allows the radio dispatcher to track and change the status of field units so their availability is immediately known. The dispatcher can then determine which units to assign to pending incidents.
b. CAD maintains an archive of past E911 incidents and unit status changes for future reference, and permits various reports to be printed based on incident and unit activity. CAD also stores more static information such as files of streets within the jurisdiction, a list of employees, or free-text files on other reference information the dispatchers might need to review quickly.
c. A CAD system can include electronic interface(s) to other computer systems, including the E911 telephone system, criminal justice and motor vehicle files (warrants, stolen property and vehicles, missing persons, vehicle registrations, driver licenses, etc.) and mobile data systems.

d. CAD software can run on a stand-alone personal computer at a single console and at one location, or it may be installed on a central computer networked to multiple E911 terminals spread over a wide geographic area serving several agencies (police, fire and emergency medical services) and jurisdictions.
e. Prior to approval of this policy, the State E911 Office has reimbursed for CAD hardware and software. Maintenance was not to exceed 10 percent of the original eligible purchase price of the equipment per year.

2. Analysis

a. There are several objectives when purchasing a computer-aided dispatch system:
    1. Increase the efficiency of E911 call takers in obtaining information from E911 callers.
    2. Improve the accuracy and consistency of E911 call information.
    3. Increase and improve the quality of information available to the dispatchers, and subsequently the field forces, so that the quality of their decisions and actions is improved.
    4. Increase the amount of information collected about E911 incidents, response times and dispatching operations, so decisions on staffing and scheduling are more accurate.
    5. Support the objective of maintaining accountability for E911 department activities.
b. To meet these objectives, a CAD system must meet the following criteria:
    1. It must include the types of dispatching operations that the agency requires.
    2. It should allow customization to accommodate the agency's current terminology and geography, or at least minimize the number of operational changes that must be made to operate the software.
    3. It must operate fast enough to keep up with the operation.
    4. It must be capable of expansion to handle additional E911 call takers, field units, or dispatching sites as the agency grows, accept consolidations or otherwise take on additional duties or agencies.
    5. It must collect the type of information needed to make E911 management decisions.
    6. It must be supported by a company that can provide custom programming for features unique to E911 and the agency, for operating system or other upgrades as they are introduced, and to add or accommodate future technological advancements in hardware or software.
    7. It must support an open architecture concept for sharing data between dissimilar systems and meet Association of Public safety Communication Officials (APCO) 36 standards when they are developed.

3. Decision

a. The purchase or lease of new Computer-Aided Dispatch (CAD) system, which consists of the basic hardware and/or software, is considered an eligible 911 expenditure and should be claimed under line item C2. The basic components of the CAD system at a minimum shall consist of hardware, call entry module, geodata module and interface to Geographical Information Services (GIS), and Teletype interface. The interfaces to Automatic Number Identification (ANI)/Automatic Location Identification (ALI) controller are fundable. This includes upgrades to add new software features and hardware, or acquisitions to replace failed components.

b. CAD system hardware and software must be reasonable, prudent, and applicable to E911. Replacement or purchase of new CAD system must be demonstrated that the current CAD does not meet the demands of the Public Safety Answering Point (PSAP).
c. The requested amount must be reasonable, prudent, and applicable to E911. Prior to purchasing or leasing the equipment, county must submit a written quote including shipping, handling, taxes, and installation charges to the State E911 Office for review and approval. Without prior written approval the purchase or lease may not be eligible for reimbursement by the State E911 Office.
d. Purchase or lease must follow PSAP or governing jurisdictional procurement policies.
e. Reimbursement for lease costs shall be on a year-to-year basis.
f. Maintenance cost shall not exceed 10 percent of the approved purchase price and should be claimed under line item C2.1. Maintenance funds may be used for agreements with vendors, time and materials and/or salaries for internal employee to maintain equipment. Maintenance funds may also be used for training internal employees to maintain equipment. Maintenance funds may be used to purchase spare parts.
g. CAD interfaces to police, fire, and emergency medical dispatch call processing modules are eligible and limited to an aggregated total of $30,000 and should be claimed under line item C2.2.
h. CAD display equipment is limited to $1000, including shipping, handling, taxes, and installation charges per PSAP E911call receiver position with a three-year life cycle and should be claimed under line item C2.3.
i. The CAD computer at the call receiver work station is eligible for replacement after three years and should be claimed under line item C2.4.

4. Moratorium

In order for the State Office to complete the necessary adjustments for the Mid-Year review, a moratorium will be in place from **March 1** through **June 30**. During this moratorium, no equipment requests will be processed.

In the event of an emergency, an exception will be made on a case by case basis.

Approved by: 9/22/09
Robert Oenning, State E911 Administrator