Washington Military Department Emergency Management Division	Effective Date: July 1, 2009 # E911 CALL DETAIL RECORDER SUPPORT POLICY **Cancels all previous E911 Call Detail Recorder Support Policies** **See Also:** WAC 118-66-020 WAC 118-66-050 E911 County Contract Policy E911 County Contract Regionalization E911 Training Policy NENA-04-001

CALL DETAIL RECORDER SUPPORT POLICY

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

An Enhanced 911 (E911) Call Detail Recorder (CDR) in accordance with WAC 118-66-050 is eligible for reimbursement as an E911 expense. An E911 CDR is defined in WAC 118-66-030 as equipment used to store, record and print Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information for E911 calls.

1. Analysis

A call detail recorder shall be equipped at all primary Public Safety Answering Points (PSAPs) to provide documentation at the end of each E911 call.

a. Per the National Emergency Number Association (NENA) document number NENA-04-001, the documentation shall include the following fields at a minimum:
   1. Trunk seize time.
   2. Caller's telephone number (including Numbering Plan Area or Numbering Plan Digit).
   3. Answer time.
   4. Answering position number.
   5. Trunk number.
   6. Trunk release time.
   7. Time call was transferred.
   8. PSAP name or number to which the call was transferred.
   9. Abandoned call indicator.
   10. Date (The date does not necessarily need to be a part of each record. As a minimum, the date shall be documented at least once per page).

b. It is desirable that the record also include:
   1. Ringing start time.
   2. Time call was placed on hold.
   3. Time call was taken off of hold and by what position number.
   4. ALI.
c. It is also desirable that the ANI/ALI controller be able to optionally output the ALI record as a part of the CDR printout. This shall include the name, complete street address, city and Emergency Service Number (ESN).
d. It is desirable that the ANI/ALI system be able to store CDR records to a data file that can be downloaded onto a floppy drive or other media on demand.

2. Decision

a. The State E911 Office will reimburse eligible county PSAPs for the purchase or lease and installation of the hardware and software components required to support an E911 Call Detail Recorder subject to the conditions and limitations in this policy. This should be claimed under line item B8.
b. 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.
c. Purchase or lease of any E911 equipment must follow PSAP or governing jurisdictional procurement policies.
d. Maintenance cost shall not exceed 10 percent of the approved purchase price and should be claimed under line item B8.1. 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.
e. Reimbursement for lease costs shall be on a year-to-year basis.

3. 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