



Emergency  
Management  
Division

## E911 CALL DETAIL RECORDER SUPPORT POLICY

**Cancels:**

E911 Call Detail Recorder Support Policy, July 1, 2007

**See Also:**

E911 County Contract Policy  
WAC 118-66-050  
WAC 118-66-020  
RCW 82.14B.030  
NENA-04-001

### CALL DETAIL SUPPORT POLICY

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 Call Detail Recorder 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 911 calls.

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

#### 1. Analysis

A printer shall be equipped at all primary Public Safety Answering Points (PSAPs) to provide a CDR printout at the end of each 911 call. This is sometimes called a "log" printer.

- a. Per the National Emergency Number Association (NENA) document number NENA-04-001, the printout shall include the following fields at a minimum:
  - Trunk seize time
  - Caller's telephone number (including Numbering Plan Area or Numbering Plan Digit)
  - Answer time
  - Answering position number
  - Trunk number
  - Trunk release time
  - Time call was transferred
  - PSAP name or number to which the call was transferred
  - Abandoned call indicator
  - Date (The date does not necessarily need to be a part of each record. As a minimum, the date shall be printed at least once per page.)
- b. It is desirable that the record also include:
  - Ringing start time

- Time call was placed on hold
  - Time call was taken off of hold and by what position number
  - 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 enhanced 911 Call Detail Recorder subject to the conditions and limitations in this policy.
- b. The requested amount must be reasonable, prudent, and applicable to 911. Prior to purchasing or leasing the equipment, county must submit a written quote to state office for review and approval. Without written approval the purchase or lease may not be eligible for reimbursement by the state 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 current value per contract year. Current value is calculated as original purchase price plus upgrades less replaced components. 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.
- e. Reimbursement for lease costs shall be on a year-to-year basis.

Approved by:

  
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Robert Oenning, State E911 Administrator