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

LOGGING/VOICE RECORDER SUPPORT POLICY

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

Logging recorders in accordance with WAC 118-66-050 are eligible for reimbursement as an Enhanced 911 (E911) expense. Logging and voice recorders are devices used by the Public Safety Answering Point (PSAP) to time stamp, record, and replay E911 conversations.

Logging/voice recorder channels used specifically for the purpose of recording radio communications do *not* qualify for reimbursement from the State E911 Office.

1. Background

a. Recording of emergency calls is provided for under RCW 9.73.030, RCW 9.73.070, and RCW 9.73.090. RCW 9.73.100 provides for recordings to be made available to attorneys representing clients in criminal actions.
b. As a minimum, standards suggest that each emergency telephone line or each emergency answering position be recorded on a logging recorder. This requirement complies with the National Emergency Number Association (NENA) document number NENA-04-001, recommended standard.
c. The State Open Records Act provides for destruction of recordings based on a master schedule and the specific retention plan submitted by each agency to the State Auditor.

2. Analysis

a. It is desirable that the logging recorder be equipped with dual decks/drives/servers or other recording systems such that the failure or unavailability of one deck/drive/server will cause the other deck/drive to automatically take over the recording function. The logging recorder should also be connected to an uninterruptible power supply (UPS), regardless of whether or not the recorder supports a battery for back-up power.

b. It is desirable that the logging recorder be able to play and record simultaneously in order for a previous call to be played and recorded while recording a current call.
c. It is desirable that logging recorders be synchronized with the clock synchronizer.
d. The logging recorders should either be integrated into the telephone set or answering position or should support one of the following audio interfaces:
    1. Direct connection to emergency trunks.
    2. Connection via the telephone set's analog Common Tip & Ring Interface.
    3. Connection via the telephone set's analog handset interface receiver signal.
e. Regardless of the interface connection, the logging recorder shall satisfactorily reproduce the recorded audio signals.
f. Capability should permit the creation of copies of specific incident recordings for distribution to those permitted by law to receive such materials without disrupting ongoing recording operations.
g. Provisions should permit the destruction of recordings per the provisions of the open records act and the user agencies' official document destruction schedule.
h. Logging recorders come in a wide variety of sizes with base capacities that vary widely by manufacturer and incremental growth sizes that are not consistent. The base equipment for recording and processing of recordings is not dependent on the number of lines recorded but on the system capabilities.
i. It is necessary to record all E911 calls and all outbound calls in support of E911.
j. Although it is appropriate to record dispatch related functions, like radio channels, that is not an E911 call answering function.

3. Decision

a. The State E911 Office will reimburse eligible counties for the purchase or lease and installation of the hardware and software components required for a basic logging/voice recorder as defined by NENA recommended generic standards for E911 PSAP equipment. The number of logging/voice recorder channels eligible for reimbursement will be calculated as follows: Sum of the current number of E911 trunks terminating to the PSAP multiplied by 1.5 rounded up to the lowest number of channels available from the vendor to create a basic unit. This should be claimed under line item C1.
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 C1.1. 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.
e. Reimbursement for lease costs shall be on a year-to-year basis.

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