Washington Military Department Emergency Management Division	Effective Date: July 1, 2009 **E911 TELEPHONE SYSTEM SUPPORT POLICY** **Cancels all previous E911 Telephone System Support Policies** **See Also:** WAC 118-66-050 E911 County Contract Policy E911 County Regionalization Policy E911 Washington State Patrol Policy E911 Training Policy

TELEPHONE SYSTEM SUPPORT POLICY

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

Enhanced 911 (E911) telephone systems in accordance with WAC 118-66-050 are eligible for reimbursement as an eligible E911 expense. An E911 telephone system is defined in WAC 118-66-030 as that portion of a telephone system compatible with Enhanced 911 that is used to answer 911 calls.

E911 components (Automatic Number Identification (ANI) / Automatic Location Identification (ALI) Controllers, Telecommunication Devices for the Deaf / Teletype (TDD/TTY) equipment, and Instant Call Check) that are integrated into a vendor's Customer Premise Equipment and purchased with the telephone system are considered part of the Telephone System and Maintenance in the State E911 Office contract.

1. Analysis

a. Single points of failure in any E911 Public Safety Answering Point (PSAP) system should not be tolerated. Manufacturers of E911 telephone systems should design and deploy fault tolerant systems which will eliminate, as much as possible, single points of failure that prevent routing E911 calls successfully.
b. Hardware redundancy and automatic switchover to backup processing capabilities should be provided where appropriate.
c. Systems at the PSAP should be equipped to monitor all major components and data streams for alarm conditions and alert PSAP attendants of conditions such as equipment failures, power failures, and ALI data link failures.
d. No single point of failure in any hardware or software component of the E911 PSAP system shall cause more than 50 percent failure of the E911 PSAP system. E911 PSAP components are defined in National Emergency Number Association (NENA) NENA-04-001 paragraph 10.1 Reliability Objectives.
e. PSAP systems should support Public Switched Telephone Network (PSTN) secure remote access for vendor technicians to assist in trouble isolation, resolution and fault

clearing. Network Internet Protocol based secure access can be provided as an additional redundant access method.

f. Equipment at the PSAP must be capable of decoding the incoming ANI digits and automatically presenting them to the call receiver while also utilizing the digits to query the ALI host for automatic location information that will be presented to the call receiver.
g. Equipment must be capable of permitting the entry of a telephone number by the call receiver for ALI retrieval and should provide a unique system record to document each use of the system for this purpose.
h. ALI requests should be made immediately after ANI has been decoded and prior to a call receiver going off-hook.
i. It is required that the PSAP be equipped with a TDD/TTY detection device at each position or on each emergency line that shall provide an audible and/or visual announcement of a TDD/TTY call to the call receiver.
j. Each PSAP shall have a minimum of two answering positions equipped with appropriate equipment to allow the answering of 911 calls with full E911 capabilities.
k. A new E911 telephone system should include a one year maintenance warranty and maintenance agreements for years two and three.

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-telephone system including a spares kit subject to the conditions and limitations in this policy that is compliant or compatible with future Next Generation Technology requirements. This should be claimed under line item S1.
b. The number of positions eligible for reimbursement will be based on the number of 911 trunks (at a B.01/P.01 level of service) required to support wireline, wireless and VOIP call answering. This also should be claimed under line item S1.
c. Maintenance cost shall not exceed 10 percent of the approved purchase price and should be claimed under line item S1.1. Maintenance funds may be used for agreements with vendors, time and materials, hardware/software 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.
d. ANI/ALI display equipment (monitor) is limited to $500, including shipping, handling and installation per PSAP E911 call receiving position and with a three-year life cycle and should be claimed under line item S1.2.
e. 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.
f. Acquisition of the system must be done in accordance with established county purchasing procedures for telecommunications equipment.
g. Reimbursement for lease costs shall be on a year-to-year basis.
h. CPU replacement - Except for emergency circumstances, computer hardware equipment will not be eligible for replacement reimbursement in less than a 3 year life cycle and should be claimed under line item S1.3.
i. The telephone system may include a mapping component if not part of the PSAP's CAD system. The basic components will consist of hardware and software to interface

to the Automatic Number Identification (ANI)/Automatic Location Identification (ALI) controller and are reimbursable items. It may also include an electronic interface to the CAD system.

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