

# El Paso – Teller County Enhanced 9-1-1 Authority Board

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**Number:** 4.14

Replaces:

Date Issued: April 01, 1995

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Date Effective: September 24, 2008

**Subject:** Supplies and Equipment

Supplies and equipment to support the mission of the E9-1-1 Authority shall be obtained through the Authority Administrative Offices. PSAP Managers are responsible for reviewing the condition of their equipment and making requests for replacement in their budget letters to the Authority.

1- Furniture-

- a. Consoles for Dispatchers and Call Takers: By mutual agreement between the PSAP and Authority Management, consoles will be replaced on a one-to-one basis as the need arises. Additional console positions must be justified with a staff and call-volume study to show need for additional positions. Complete console replacement at a PSAP shall follow the rules as set forth in the Authority Purchasing Manual
- b. Chairs: Chairs shall be provided based on one chair for each Dispatch and Call-taking position. Chairs will be replaced when warranty service has ended or cannot bring the chair to a usable condition for twenty-four hour service. When chairs are being replaced, the Authority, through the System Manager, will give the used chairs to the agency for their use outside the communication's center. A letter will be sent to the agency advising of the donation and that the Authority will no longer provided maintenance on chairs removed from inventory. Authority inventory tags will be removed from the chairs.

2- Headsets-

- a. The 9-1-1 Authority shall provide one headset to all Call-takers and Dispatchers. The Authority will be responsible for providing a maintenance plan for the headsets and may have to replace a headset, with a similar unit, if the original headset cannot be repaired. Based on the number of different headsets in use today, the Administrative Office will not attempt to stock spares for all different models.

3- Computer Aided Dispatch Equipment-

- a. CAD Software: The Authority will provide one licensed copy of CAD software for each workstation in the communication's center. Supervisors and immediate support staff of the communication's center will also be provided a licensed copy of software. The Authority will NOT be responsible for providing licensed software to other areas of the agency.

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- b. CAD Maintenance: The Authority will pay reasonable costs for maintenance on CAD equipment that is being used directly in the communication's center. Specialty interfaces that have no direct connection to the communication's center will not be covered under the Authority's share of the maintenance contract.
  - c. Mobile Data: Licenses for CAD mobile, to include AVL, will be purchased by the Authority. This means licensing of field units that would be responding to emergency calls. (This does not include support staff, civil units, parking enforcement units, detectives units or any other units that do not respond to emergency 9-1-1 calls) Mobile license maintenance is included.
  - d. Workstations and Servers: The Authority will provide workstations for Dispatchers and Call-takers in the communications center. These computers will be replaced using the Authority's three year replacement plan. Backroom servers and associated software will be provided as long as it relates to the direct operation of the communication's center.
  - e. Printers: The Authority shall provide two printers to each agency. One printer is designated for the personnel to Quality Assurance work for the center. The second printer shall be available on the communication's center floor for printing 9-1-1 related material. Additional printers can be requested, but must be accompanied by a justification document and those requests will be placed before the Authority for a final determination. Replacement cartridge for these printers will be provided by the Administrative Office.
- 4- Telephone Equipment-
- a. Telephone handsets and software: The Authority will provide an appropriate telephone set and computer telephony software for each position in the communication's center. Based on NG9-1-1 technology this equipment will be IP based. Maintenance on this equipment will be provided by the Authority through contract with the appropriate repair facility.
  - b. Telephone Switches: Required telephone switches will be provided by the Authority based on an appropriate configuration for NG9-1-1 equipment. Redundancy will be a primary factor in the design of the backroom telephone switches.
  - c. Trunk and Telephone Lines: All trunks lines and specialty phone lines required for operation of the 9-1-1 system shall be provided and maintained by the Authority. Administrative lines and other reporting numbers for the agency will be provided by the agency at their expense. The Authority will not be responsible for maintenance for lines provided by the agency.
- 5- Telephone and Radio Recording Equipment-
- a. The Authority shall provide required equipment and all maintenance costs to support the recording requirements of the communication's center. This means the recording of all 9-1-1 trunks, all incoming non-emergent lines, and radio channels commonly used in the communication's center. Equipment shall be sized to have some expansion capability for additional lines or talkgroups that the agency may

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want to have recorded. It shall be the agency's responsibility to bring all radio talkgroup recording lines and all non-9-1-1 lines to the Authority punch down block for connection to the recording equipment. All recording media for an agency shall be provided by the agency.

### 6- Protocol Cardsets, Software and Training:

- a. Protocol Cardsets: The Authority shall provide cardsets to each Call-taker position in the communication's center. These cardsets will be maintained by the Authority with the most current version of the cardsets. Cardsets (police, fire and EMD) will be provided based on which protocol the agency has determined they will use.
- b. Software: The Authority shall provide software on each Call-taker position. That software will be the then current version as determined by the protocol provider. Other than the training software located at the Administrative Offices the Authority shall not be responsible for software located outside the Call-taker positions.
- c. Training: The Authority, through the Administrative Offices, shall provide initial certification training for all protocols. Additional remedial and refresher training classes shall be provided by the Authority. There shall be no training, certification or recertification costs to the agency. The only exception will be if a retest is required or a certification expires because the employee did not recertify.
- d. Q Training and Software: Based on the agencies arrangement with the Authority, the appropriate quality assurance software and trainer certification/recertification will be provided to the agency.

### 7- Generator/UPS-

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