

Data Sharing Agreement

Between

Virginia E-911 Services Board

And

(PSAP)

Introduction

Participants: This Data Sharing Agreement (DSA) is entered into by and between Virginia E-911 Services Board, hereafter referred to as “Board” and (name of PSAP Here), hereafter referred to as “PSAP.”

Purpose: The purpose of this DSA is to describe an agreement related to the sharing of data between the Board and the PSAP, and to describe or clarify the authority and responsibilities of the Board and PSAP regarding those data.

Effective Date: This DSA will become effective upon signatures by both the PSAP and the Virginia E-911 Services Board.

Product/Service Description

A third party provider named Direct Technology, Inc. has developed a service and a product, Emergency Call Tracking System, hereafter referred to as ECaTS, which collects 9-1-1 call data at PSAPs and provides consolidated, web-based reporting.

ECaTS consists of a data warehouse repository, information technology tool and services to organize, manage, manipulate, analyze and secure the data within the data warehouse, and professional and technical expertise to manage, protect and conduct studies on those data. The service provider will install a small Remote Data Distribution Module (RDDM) buffer box at each PSAP and connect it to the Call Handling Equipment’s (CHE) Call Detail Record (CDR) (outgoing information only) port. This information will then be encrypted and forwarded over the Internet to web servers for processing and reporting.

The goal of the Board is to utilize these data for studies, conducted by the Board or other researchers, to optimize call routing and delivery, and to monitor the overall efficiency of the 9-1-1 network. This goal will lead to a better understanding of the operational characteristics and trends associated with the delivery of 9-1-1 calls, and will provide a foundation of data to compare against, as Next Generation 9-1-1 functionality is implemented.

Data Ownership

The PSAPs are the owners of the data. Direct Technology, the third party vendor responsible for managing ECaTS, will act as custodian for said information. Formal or informal data requests that come to Direct Technology will be rejected and shall be forwarded to the appropriate PSAP for handling based on their own individual data sharing policies. Data requests that come to the Board will be discussed with the PSAP before any data is released.

Access to Information

Direct Technology will be responsible for managing access to the information collected and stored by their servers. Each authorized user will have a unique User ID and Password that will be required to obtain access to any ECaTS report. This User ID will determine what data (readership) and what reports (levels of access) each user will have upon successful login based on the level of access chosen below.

Levels of Access

Please indicate which level of access you agree to by initialing on the line next to the chosen option (choose one).

Option A ___ (Initials)

PSAPs and the Board will have unrestricted access to all data and reports.

Option B ___ (Initials)

The PSAP will have access to all ECaTS reports.

-and -

The Board will have access to the following ECaTS reports at a minimum:

- **Call Summary Report** – Provides authorized users with a Call Volume Count based on a date range including total calls per day, total calls answered and total calls abandoned.
- **Calls per Hour** – Provides total call volume (number of 911 calls), but broken up into each hour of each day for the specified range of time.
Accessible only as data aggregated among all Virginia ECaTS users.
- **Top Busiest Hours** – Identifies the date and time (hour of day) when the PSAPs experienced the highest volume of calls.
Accessible only as data aggregated among all Virginia ECaTS users.
- **Average Call Duration** – Provides a summary of call volume and a summary of call characteristics such as Queue Time, Hold Time, Talk Time, and Total Duration.
Accessible as data aggregated among ECaTS users.
- **Calls by Circuit** – Provides a breakdown of total call volume by circuit and/or by Trunk for the specified period of time.
- **Circuit Utilization** - The report reflects the amount of time that one or more circuits in each trunk group are utilized simultaneously. The report gives the percentage to the sixth nearest decimal to ensure accurate rounding of statistics.
- **PSAP Answer Time** – gives the answer time of inbound calls from when the call is seized by the trunk to when the call taker answers the call.
Accessible as data aggregated among ECaTS users.
- **Class of Service** – Provides a breakdown of 911 calls based on their Class of Service (i.e.: Wireless Phase 2, VOIP, Business, Centrex, etc.).
- **Call Transfer** – Allows a user to trace a transferred call from one PSAP to another, from the initial time that the call is delivered to the time it is terminated by the caller. This report presents tracking information for transferred calls between PSAPs.

- **Outage** – The Outage Report provides outage data for a selected date range. This report provides the duration time (down time) of the outage and the trouble ticket number that relates to the outage.
- **Wireless Call Sector** – Provides a report for all wireless call sectors whose calls were transferred more than a certain percentage of the time, possibly indicating a miss-configured cellular tower face.
- **Wireless Transfer Summary** - The Wireless Transfer Summary report will look at the total number of calls that a PSAP/destination received from a particular tower, sector and carrier. The report will then consider the total number of calls transferred from that tower, sector and carrier. Based on the PSAP/destination that each call was transferred to, the report will provide the overall percentage of calls received from that tower, sector and carrier that were transferred to the Transfer PSAP/destination.
- **Ad-Hoc Reporting Tool** – will provide authorized users with the ability to search and report on other Call Detail Record fields with the exception of Subscriber Name and Subscriber Address.

Freedom of Information Act (FOIA) Compliance and Records Retention

PSAPs will respond to received requests for data according to their internal policies. If the Board receives a data request, they will coordinate with the PSAP to determine an appropriate response. Both parties are committed to satisfying data requests as allowable in the Virginia FOIA Code. <http://foiacouncil.dls.virginia.gov/2015law.pdf>

PSAPs are responsible for the proper retention of records as specified by the Library of Virginia. <http://www.lva.virginia.gov/>

Connectivity

PSAPs will provide access of the ECaTS RDDM to their existing Internet provider for the purposes of forwarding Call Detail Record (CDR) information from each PSAP to the third party provider's servers.

Financial Responsibilities

The Board will be responsible for payment of ECaTS related services including the upfront configuration and installation as well as the monthly maintenance fee of the base ECaTS product. Additional ECaTS functionality may be purchased by the PSAP at their discretion and expense.

The Board will provide funding for necessary CDR licenses, and for any necessary technical support for setup and installation of the RDDM box.

The PSAPs will provide CDR data for collection by the ECaTS buffer boxes at no cost.

Term of the Agreement

This DSA will be in effect for a period of two years and will automatically renew until superseded by, or replaced by, another agreement.

Any change impacting this agreement shall be communicated to the other party sixty (60) days prior to the intended date of change.

Signatures

PSAP/Locality Name

The Board

Address

Address

City, State, ZIP

City, State, ZIP

Signer's Printed Name

Signer's Printed Name

Email

Email

Phone

Phone

Signature

Signature

Date _____

Date _____