Statewide 9-1-1 Data Analytics Project

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Data Analytics Problem Statement

- Guiding principle to not degrade service
  - Need to be able to monitor system performance
  - Need a baseline of service before NG9-1-1
- Minimal data collection currently
- No performance data on existing network
  - Routing of wireless calls
  - Location data provided (WPH1/WPH2)
  - Call set up/delivery times
Commonwealth Wide Reporting

- Critically important that we have a data supported understanding of:
  - Current functional levels of 9-1-1; operationally and systematically,
  - The impact of NG9-1-1 services on those functional levels.

- Standard reporting tool across PSAPs, that provides consistent, comparable data analytics. ECaTS solution.
9-1-1 Services Board Actions

• Request $1M allocation of existing budgeted funds – **Approved**
  – Goals: 1 Deploy ECaTS statewide
    2 Start data collection ASAP

• Conditionally Mandatory Participation
  – **Approved**
  – Exception process

• Data Sharing Agreement
  – **Approved** and ready for execution
Participation Requirements

- Conditionally Mandatory Participation
  - Based on Board financing
- Failure to participate results in PSAP Grant Program ineligibility
- Exception process
  - Based on considerable hardship of the PSAP
  - PSAP must be able to provide necessary data
  - Board approval required for exception
Data Sharing Agreement

• Agreement will be entered into between the PSAP/locality and the Board

• Covers:
  – A product/service description
  – Data ownership, retention & requests
    • PSAPs/localities are the owners and custodians
  – Levels of access (unrestricted or limited)
  – Connectivity
  – Financial Responsibility
1. Unrestricted access to all ECaTS reports

or

2. Access to limited reports including:

- Call Summary Report
- Calls per Hour
- Top Busiest Hours
- Average Call Duration
- Calls by Circuit
- Circuit Utilization
- PSAP Answer Time
- Class of Service
- Call Transfer
- Outage
- Wireless Call Sector
- Wireless Transfer Summary
- Ad-Hoc Reporting Tool

Note: Reports in red would be aggregated statewide.
• PSAPS are the owners/custodians of data
  - FOIA/Requests for Data
    • Board/ISP will refer data requestors to the PSAP(s).
    • Requests to the Board/staff for statewide data will be responded to in accordance with the Board’s and VITA’s policies and decision-making.
  - Records Retention
    • Each PSAP responsible for ensuring proper retention.
    • Each PSAP is responsible for making decisions regarding retention and destruction of data in ECaTS and regarding creation and retention of local copies of data from ECaTS (data downloads).
Timeline

- PSAP contact by VITA staff ~ *Now - Early July*
  - Orientation Packet (your info and “to do” items)
  - Data Sharing Agreement ~ *by September*
- Contact by ECaTS (networking) ~ *July and Aug*
- Logistical Planning ~ *July - September*
  - Hardware Configuration and Testing
- Shipping & Installation ~ *Oct. – Dec*
- Data Acceptance ~ *Oct., Nov., Dec.*
- Training ~ *Dec - January*
9-1-1 Data Analytics Orientation Package

- Explanation of the project
- Data Sharing Agreement
- Info about optional add-on purchases
- RDDM Network & Installation Guide
- Steps & requirements for pre-installation
- Steps & requirements for post-installation
- Info about setting up your user access
- Frequently asked questions section
Initial Steps

• Preparing for Installation
  – Your Regional Coordinator (RC) will supply packet & will work with you on executing the DSA
    • You need to determine who locally has signing authority and who locally needs to review
  – PSAPs need to engage IT support
    • Review with IT the installation guide
    • Determine network connectivity, port assignment
      – If issues exist contact your RC immediately
  – VITA working to have all CDR ports activated
  – Notify PSAPs of estimated install date

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Thoughts, Odds and Ends

- The Board is financing and procuring ECaTS.
  - Intention is long term with continued service (current funding through FY17)
  - System will be in place for your use too

- Each PSAP is a customer of ECaTS and will:
  - Set access and configurations
  - Receive product training
  - Receive alerts & have access to support

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Live Demo

Tiffany Chambers, National Sales Director, ECaTS