



Virginia Information Technologies Agency

Data Analytics Project Path Forward





Webinar Agenda

- Review problem statement.
- Review benefits of selected solution.
- E-911 Services Board past action and direction.
- Explain resolution of concerns through the Data Sharing Agreement.
- Upcoming staff recommendations to the Board (May 12 mtg).



Data Analytics Problem Statement

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



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.



Path Forward – ECaTS Solution

- Provides
 - A standard, comparable system among PSAPs to collect and analyze 9-1-1 system data.
 - Annual True-up data aggregated with common criteria for all PSAPs.
 - Ability to acquire a baseline of data to measure the performance of the 9-1-1 network.
 - Ability to analyze future data to assure that the transition to NG9-1-1 does not adversely affect 9-1-1 call delivery or processing.



Path Forward – ECaTS Solution (continued)

- Provides
 - Ability to optimize wireless 9-1-1 call delivery, reduce the number of transfers, and ultimately reduce response times.
 - PSAPs with a more “user-friendly” tool and service for evaluating operations within their centers.
 - Ability to make better, well informed, data driven decisions, at both the state and local level.



Board Action and Direction (3/12/16)

- Request \$1M allocation of existing budgeted funds – **Approved**
- Goals – Deploy ECaTS statewide
 - Start data collection ASAP
- Further resolve the Data Sharing Agreement
 - FOIA & Records Retention
- Deployment methodologies considered
 - Voluntary or Mandatory



Data Sharing Agreement – access levels

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.



Data Sharing Agreement

- Final Data Sharing Agreement
 - The PSAPs are the owners/custodians of the data
 - FOIA/Requests for Data
 - Board/ISP will refer data requestors to the PSAP(s).
 - PSAPs respond to requestor based on their data sharing policies and decision-making.
 - Requests that come to the Board/staff for aggregate or statewide data will be responded to in accordance with the Board's and VITA's policies and decision-making.



Data Sharing Agreement

- Final Data Sharing Agreement
 - The PSAPs are the owners/custodians of the data
 - Records Retention
 - Each PSAP responsible for ensuring their data held in ECaTS is preserved, maintained, and accessible throughout the lifecycle of the data.
 - 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 in ECaTS.
 - Board/staff will offer advice.



Deployment Consideration

- Board discussed voluntary or mandatory.
 - Sense of the Board, mandatory with exception.
- Staff will recommend:
 - Conditionally Mandatory participation based on financing; as long as the Board pays for ECaTS, PSAPs must participate.
 - Exception – criteria and process TBD
 - PSAP must be able to provide necessary data.
 - Board approval required for exception.



Continued Planning & Outreach

- Developing Implementation plan
 - Timeframe and scheduling
 - Roles and responsibilities
 - Procedures; “to do” lists
 - Coordination and education (PSAPs, state, vendor)
- Outreach
 - Statewide webinar (tentative 4/27/16) ✓
 - Status update/demo at NENA conf (5/5/16)
 - E-911 Board meeting (5/12/16)



Discussion

Thoughts & Questions