



Virginia Information Technologies Agency

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



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 – Requests & Retention

- 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



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