

Data Sharing Agreement

Between

Utah 911 Committee

And

(PSAP)

Introduction

Participants: This Data Sharing Agreement (DSA) is entered into by and between Utah 911 Committee, hereafter referred to as "Committee;" 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 Committee and the PSAP, and to describe or clarify the authority and responsibilities of the Committee and PSAP regarding those data.

Effective Date: This DSA will become effective upon signatures by both the PSAPs and the Utah 911 Committee.

Product/Service Description

A third party provider named Direct Technology, Inc. has developed a service and a product, hereafter referred to as eCATS, to collect 911 data at each PSAP and provide consolidated, web-based reporting to both the Committee and all PSAPs in the State.

The Committee, empowered by Utah Code (53-10-602, 53-102-603, 53-10-606), will utilize eCATS to obtain Statewide call volume and characteristics report as defined in the Access to Information section below.

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 buffer box at each PSAP and connect it to the CPE equipment's 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 Committee is to provide data for studies conducted by The Committee or other researchers and to provide the responsible state offices with informative status indicators derived from data collected by ECATS. This goal will lead to a better understanding of the operational characteristics and trends associated with the delivery of 911 calls.

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 reports. This User ID will determine what data (readership) and what reports (levels of access) each user will have upon successful login.

Levels of Access

Both the Committee and the PSAPs will have access to the following ECaTS reports:

- 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.
- Top 20 Busiest Hours – Identifies the date and time (hour of day) when the PSAP experienced the highest volume of calls
- 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.
- Calls by Circuit – Provides a breakdown of total call volume by circuit and/or by Trunk for the specified period of time.
- Hourly Speed of Answer – Provides a breakdown of call volume per hour of each day and how quickly those calls were answered (average) between 0-10, 11-20, 21-60, 61-120 and 120+ seconds.
- Monthly Speed of Answer – Provides a monthly breakdown for the past 12 months of how many calls (percentage) were answered within 10 seconds for the past twelve months.
- Class of Service Summary – Provides a breakdown of 911 calls based on their Class of Service (i.e.: Wireless Phase 2, VOIP, Business, Centrex, etc.)
- Call Trace Report – Searches all 911 Call Detail Records for all PSAPs and looks for transfers between PSAPs with the same ANI (telephone number) within a contiguous time window. This report allows the identification of 911 calls that were transferred from one PSAP to another.
- Trunk Group Report – Provides total call volume broken down by Trunk Groups.
- Answer Time Exception Report – Provides a list of those PSAPs that did not meet the 90/10 Call Answering Rule (90% of the calls must be answered in 10 seconds or less).
- Wireless Call Sector – Provides a report for all wireless call sectors whose calls were transferred more than 75% of the time possibly indicating a miss-configured cellular tower face.

- 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.

Readership

The Committee will have access to data from all participating PSAPs based on the reports and functionality detailed above.

All participating PSAPs in the State of Utah will have access to their own and each other's data therefore providing transparency and equal access to that granted to the Committee by this DSA.

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.

Connectivity

PSAPs will provide access 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 Committee will be responsible for payment of all ECaTS related services including the upfront configuration and installation as well as the monthly maintenance fee.

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

Term of the Agreement

This DSA will be in effect for a period of five years and will automatically renew until terminated by either party.

Either party may terminate this agreement for without cause by giving the other party fifteen (15) days written notice of intent. In the event of termination, The Committee will stop all access to the PSAP's data, promptly delete all PSAP data from all tables and notify the ECaTS community of such actions via e-mail.

Should services be terminated in whole by the Committee for any reason, Direct Technology will destroy all copies of the data including archival and backups within five days of service termination.

Signatures

PSAP
Address
City, Utah ZIP

The Committee
Address
City, Utah ZIP

PSAP Signer.
PSAP Email
PSAP Phone

The Committee Signer.
The Committee Email
The Committee Phone

Signature
Date

Signature
Date