



City of Grand Island

Tuesday, September 24, 2019

Council Session

Item G-20

#2019-299 - Approving 911 Data Sharing Agreement with Public Service Commission

Staff Contact: Jon Rosenlund

Council Agenda Memo

From: Jon Rosenlund, Director of Emergency Management

Meeting: September 24, 2019

Subject: Approving ECaTS Agreement with Nebraska Public Service Commission

Presenter(s): Jon Rosenlund, Director of Emergency Management

Background

The Nebraska Public Service Commission and the 911 Service System Advisory Committee (SSAC) have proposed the use of a Management Information Service (MIS) called Emergency Call Tracking System (ECaTS) to provide valuable call data for the individual Public Safety Answering Points (PSAP) to collect summary data. Similar data is collected and reported by each separate PSAP for funding allocations and reporting to the State Legislature. ECaTS will automatically collect and report this summary data to the PSC and provide each PSAP with additional data specific to their own operations. There is no cost to the PSAP for ECaTS as all costs are borne by the State PSC.

Discussion

The Nebraska Public Service Commission and its 911 Service System Advisory Committee (SSAC) have been discussion obtaining a Management Information Service (MIS) called Emergency Call Tracking System (ECaTS). ECaTS is a service that will provide valuable call data for an individual Public Safety Answering Point (PSAP) and will allow for the collection of call summary data statewide. ECaTS is the only MIS service that will work with all call handling equipment providers.

The Data Sharing Agreement (DSA) associated with this agenda item was drafted to clarify the terms of service with the PSAPs and the PSC. The PSC has approved a contract to provide ECaTS services to all PSAPs in Nebraska utilizing the 911 Service System Fund. No costs are shared with the local PSAPs for this system. The purpose of the DSA is to acknowledge the access to and sharing of ECaTS data with the PSC and the 911 SSAC.

Currently, the PSC uses the data collected and reported by the PSAPs to identify funding allocation and report metrics to the State Legislature, and to complete federally mandated reports. ECaTS will eliminate the need for individual PSAPs to collect and report this

data to the PSC and will improve call volume metrics. Better metrics are key to being able to efficiently manage PSAP call statistics and the future migration to Next Generation 911 Service Systems. ECaTS will also provide PSAP managers with detailed call metrics not typically available with standard call handling systems for better analysis of 911 operations, technological and mapping data.

Alternatives

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Move to approve
2. Refer the issue to a Committee
3. Postpone the issue to future date
4. Take no action on the issue

Recommendation

City Administration recommends that the Council approve this agreement and authorize the Emergency Management Director to sign on behalf of the PSAP.

Sample Motion

Move to approve the Data Sharing Agreement with the Public Service Commission and authorize the Emergency Management Director to sign on behalf of the PSAP.

NEBRASKA

PUBLIC SERVICE COMMISSION

COMMISSIONERS: ROD
JOHNSON CRYSTAL
RHOADES MARY
RIDDER
TIM SCHRAM
DAN WATERMEIER



September 12, 2019

VIA EMAIL

Director Jon Rosenlund
City of Grand Island
PO Box 1968
Grand Island NE 68802

RE: Emergency Call Tracking System (ECaTS)

Dear Director Jon Rosenlund:

For some time now, the Public Service Commission and the 911 Service System Advisory Committee (SSAC) have been discussing obtaining a Management Information Service (MIS) called Emergency Call Tracking System (ECaTS). ECaTS is a service that will provide valuable call data for an individual Public Safety Answering Point (PSAP), a region of PSAPs, and will allow for the collection of call summary data statewide. ECaTS is the only MIS service that will work with all call handling equipment providers.

At its May 15, 2019, meeting, the 911 Service System Advisory Committee voted to recommend that the Public Service Commission pursue a contract with ECaTS to obtain their services. A Data Sharing Agreement (DSA) was drafted to clarify the terms of the service with the PSAPs and the PSC. At the August 27, 2019, meeting of the Public Service Commission, the Commissioners approved the contract to provide ECaTS services for all of the PSAPs across the state utilizing 100% funding from the 911 Service System Fund.

Currently, the PSC uses the data collected and reported by the PSAPs to identify funding allocation and report metrics to the State Legislature, and to complete federally mandated reports. ECaTS will eliminate the need for individual PSAPs to collect and report this data to the PSC and will improve call volume metrics. Better call volume metrics are the key to being able to manage PSAPs and manage the future Next Generation 911 Service System.

Michael G. Hybl, Executive Director
Public Service Commission

P.O. Box 94927
300 The Atrium, 1200 N Street
Lincoln, Nebraska 68509
psc.nebraska.gov

OFFICE 402-471-3101 FAX 402-471-0254
CONSUMER HOTLINE 800-526-0017

The purpose of the attached Data Sharing Agreement is to acknowledge the access to and sharing the Emergency Call Tracking System (ECaTS) data with the PSC and the 911 SSAC.

The DSA is attached for signature and execution by both parties. The PSC requests that this DSA be executed as soon as possible to allow for immediate deployment of ECaTS. Please follow these instructions to complete execution:

1. Obtain the appropriate signature on the attached agreement, then scan and email, or mail to David Sankey at the following address:

State 911 Department
Nebraska Public Service Commission
1200 N Street, Suite 300
Lincoln, NE 68509

If you have any questions, please contact me at 402-471-0265.

Sincerely,

A handwritten signature in dark ink, appearing to read 'D. Sankey', with a stylized flourish at the end.

David A. Sankey
State 911 Director
Nebraska Public Service Commission

Data Sharing Agreement
Between
State 911 Department of the Nebraska Public Service Commission
And
City of Grand Island

Participants: This Data Sharing Agreement ("DSA") is entered into by and between the State 911 Department of the Nebraska Public Service Commission ("Department") and City of Grand Island ("PSAP").

Purpose: The purpose of this DSA is to describe the sharing of certain data between the Department and the PSAP and the authority and responsibilities of the Department and PSAP regarding those data.

Effective Date: This DSA will become effective upon the last date of execution by a party hereto, as stated on the signature page.

Product/Service Description

Emergency Call Tracking System ("ECaTS") is a service which collects and provides reporting and analytics of 9-1-1 call data. ECaTS consists of a data repository, information technology tools and services to organize, manage, manipulate, analyze and secure the data within the repository, and professional and technical expertise to manage, protect, and conduct studies on those data. ECaTS will install a small Remote Data Distribution Module ("RDDM") buffer box at the PSAP (or at the related host location) and connect it to the Call Handling Equipment ("CHE") Call Detail Record ("CDR") (outgoing information only) port. This information will be encrypted and delivered via the internet to ECaTS for processing and reporting.

The goal of the Commission is to use ECaTS data to optimize call routing and delivery, monitor the efficiency of the 9-1-1 Service System in Nebraska and conduct studies to facilitate the implementation of Next Generation 9-1-1. Data collected and analyzed via ECaTS will be used to develop a better understanding of the operational characteristics and trends associated with the delivery of 9-1-1 calls statewide, and provide a baseline of data for comparison as Next Generation 9-1-1 functionality is implemented.

Data Ownership, Retention, and Requests

The PSAP is the owner of the data collected by ECaTS. The PSAP is the custodian of such data for purposes of the Nebraska Public Records Statutes, Neb. Rev. Stat. §§ 84-712 to 84-712.09. The Commission will notify the PSAP of any public records request received by the Commission with respect to any data that is subject to this DSA. Public records requests received by ECaTS for access to ECaTS data will be forwarded to the PSAP for an appropriate response.

ECaTS will not delete the PSAP's data without permission of the PSAP, the PSAP is responsible for maintaining such data pursuant to the PSAP record retention schedule applicable to such data as provided in the Nebraska Public Record Statutes, Neb. Rev. Stat. §§ 84-1201 to 84-1229.

Access to Information

Each authorized user will have a unique User ID and Password that will be required to obtain access to ECaTS data and reports via the ECaTS web portal.

The PSAP will have access to all ECaTS reports, and the Commission will have access to the following ECaTS summary 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 Busiest Hours** – Identifies the date and time (hour of day) when the PSAPs experienced the highest volume of calls.
- **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.
- **Class of Service** – Provides a breakdown of 911 calls based on their Class of Service (i.e.: Wireless Phase 2, VOIP, Business, Centrex, etc.).
- **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 mis-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.

Connectivity

PSAP will provide access of the ECaTS RDDM to their existing internet service provider for the limited purpose of delivering CDR information from the PSAP to ECaTS.

Financial Responsibilities

The Commission will pay for a standard set of ECaTS related services, including hardware configuration and installation and the monthly maintenance fee. Additional product functionality may be available for purchase by the PSAP directly from ECaTS, at the PSAP's expense.

The Commission will also pay for required CDR licenses, the RDDM and technical support, setup, and installation of the RDDM. The RDDM, power cord, and serial cable will be the property of the Commission. The PSAP will provide CDR data to the RDDM at no cost.

The Commission's obligation to pay amounts due are contingent upon legislative appropriation of funds. In the event that the Nebraska Legislature fails to appropriate or authorize the expenditure of sufficient funds to provide for the payments referenced in this agreement, the Commission may terminate this agreement with respect to those payments for the fiscal year or years for which such funds are not appropriated. The Commission will give the PSAP prior written notice of any such termination.

Term

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

Any change impacting this DSA shall be communicated to the other party sixty (60) days prior to the intended date of change and shall become effective upon agreement in writing by the other party.

Either the Commission or the PSAP may terminate this DSA upon sixty (60) days written notice to the other party. To be effective, a termination notice must state expressly that the DSA is being terminated, summarize the reason for termination, and affirm that the terminating party has made appropriate arrangements for retention of existing ECaTS data.

Governing Law

This DSA will be governed by and construed in accordance with the laws of the State of Nebraska.

Authorized PSAP Signature

Address

City, State, ZIP

Signer's Printed Name

Signer's Title/Position

Date

Jacy R. [Signature]
Interim City Attorney


State 911 Director

1200 N Street, Suite 300
Address

Lincoln, NE 68508
City, State, ZIP

Dave A. Sankey
Signer's Printed Name

State 911 Director
Signer's Title/Position

September 12, 2019
Date

RESOLUTION 2019-299

WHEREAS, the Grand Island Emergency Center, managed by the Grand Island Emergency Management Department is the Public Safety Answering Point (PSAP) for all of Hall County; and

WHEREAS, the Grand Island Emergency Center collects 911 call data and reports this data to the Public Service Commission for funding and reporting purposes annually; and

WHEREAS, the Public Service Commission has approved a contract to provide an automatic tool for summary 911 call data collection called Emergency Call Tracking System (ECaTS) to provide this funding and reporting data at no cost to the PSAPs, and

WHEREAS, the Public Service Commission has drafted a Data Sharing Agreement to be signed by the PSAP directors that would allow the installation of ECaTS on the call handling equipment and allow for the automatic reporting and sharing of this summary 911 call data.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that:

1. The Emergency Management Director is hereby authorized and directed to approve this ECaTS Data Sharing Agreement with the Public Service Commission and coordinate the installation of ECaTS equipment on the 911 call handling equipment.

- - -

Adopted by the City Council of the City of Grand Island, Nebraska, September 24, 2019

Roger G. Steele, Mayor

Attest:

RaNae Edwards, City Clerk

Approved as to Form	☐ _____
September 20, 2019	☐ City Attorney