9-1-1 AUTHORITIES
BACKUP AGREEMENT

For the purpose of effective handling and routing of 9 -1-1 Emergency Calls, 9-1-1 Authority _____ and 9-1-1 Authority _____ have entered into this Agreement pursuant to a framework established between participants of the 9-1-1 System **(hereinafter the "Parties")**.

This Backup Agreement authorizes and directs the _____ of _____ and the _____ of _____ to enter into a 9-1-1 Authorities Backup Agreement ("AGREEMENT") to establish the procedures that enable management of emergency calls during prearranged, unanticipated, and exigent circumstances.

This AGREEMENT establishes the procedures to follow during such circumstances.

The headings contained in this AGREEMENT are for convenience of reference only and shall not affect in any way the meaning or interpretation of this AGREEMENT. As the Public Safety Answering Point's (PSAPs) name will be used to describe the PSAPs that answer 9-1-1 calls.

I. DEFINITIONS

Abandoned Call - A call placed to 9-1-1 when a PSAP is in an abandonment state/offline.

Contingency Diversion – The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service due to a service interruption. May be activated upon request or automatically, if detectable, when call volume exceeds a designated threshold, 9-1- 1 equipment fails, the PSAP itself is disabled, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

Exigent Circumstances – Situation impacting 9-1-1 call processing in which the PSAP authority determines is sufficiently significant and pressing to divert calls from the PSAP to a predetermined alternate PSAP.

Primary [Diverting] PSAP – The PSAP which, by agreement, reroutes 9-1-1 calls to an alternate PSAP under prearranged, unanticipated, or exigent circumstances.

Prolonged Event – An exigent circumstance of a lengthy duration and condition that causes the PSAP's authority to invoke contingency diversion of 9-1-1 calls from one PSAP to a predetermined receiving PSAP.

Backup [Receiving] PSAP – The PSAP which, by agreement, answers 9-1-1 calls for another PSAP under prearranged, unanticipated, or exigent circumstances.

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II.   9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES AND PROTOCOLS

It is agreed by _____ and _____ that contingency diversion of 9-1-1 calls may not be supported if the Backup PSAP is experiencing its own emergency or has its own need for overflow call handling support.

The exigent circumstances and conditions under which a contingency diversion activation may occur shall include, but are not limited to the need for PSAP evacuation, network failure, call handling equipment failure, unavailability of numerous workstations, or other conditions causing the processing and answering of a 9-1-1 call to be compromised.

The rerouting of all 9-1-1 calls to the Backup PSAP shall be done at the 9-1-1 routing level (Selective router or NG911 Core Services [NGCS]) to maintain the same level of service and information, and not routed to ten-digit lines. If this is not capable, the substitute methods must be approved by the 9-1-1 System Manager.

_____ agrees to accept the following call types from
_____ :

> 911 Voice
> 911 Text
> 10-digit Emergency
> CAD-to-CAD Interface
> 10-digit Non-Emergency/Administrative (Admin)
> Images/Video to 911

A. Condition 1: Call overflow due to instances such as PSAP busy condition or ring, no-answer due to full call queue.
  i.   The Backup PSAP will accept overflow calls from _____ when its call queue is full, or a call goes unanswered for a period of _____ (_____) seconds. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the PSAP's jurisdiction for dispatch by the following manner and in the following priority order:
      1.   Priority Method: Radio transmission on _____
      2.   2nd Priority Method: 10-digit Non-Emergency/Admin (____) _____
      3.   3rd Priority Method: Talk Group _____

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B. Condition 2: Call diversion due to instances such as PSAP offline or evacuated (also known as abandonment) or call handling equipment is offline due to a network outage.

    i. The Backup PSAP will accept calls from the Primary PSAP when the Primary PSAP has invoked its abandonment state in the NGCS policy routing rules and the Backup PSAP is next in the rules queue. The Primary PSAP may have multiple alternate destinations provisioned ahead of the Backup PSAP which may assist in limiting the volume of calls diverted to its call queue. The Backup PSAP will make best efforts to deliver any answered call details under this provision back to the Primary PSAP for dispatch by:

        1. 1st Priority Method: Radio transmission on _____

        2. 2nd Priority Method: 10-digit Non-Emergency/Admin

            (___) _____

        3. 3rd Priority Method: Talk Group _____

C. Condition 3: Call misrouted due to routing function, shared exchange, mobile caller, or other reason.

    i. The Backup PSAP will accept calls from the Primary PSAP when misrouted calls are transferred.

D. Both _____ and _____ agree to place an overflow queue for each other on their call handling screens to manage inbound diverted 9-1-1 calls within thirty days (30) days of execution of this AGREEMENT. Each Party shall bear their own costs for equipment modification. Both Parties understand that diverted calls may be answered with a lower priority than the answering jurisdiction's – Check all that apply:

    Text to 911,   10-digit Emergency,   10-digit Non-Emergency/Admin Calls, and   Alarm Calls.

E. During a call diversion event the Backup PSAP will audio record answered calls from the Primary PSAP. Recordings will be made available to the Primary PSAP upon request.

F. During an emergency event lasting longer than _____ (____) continuing hours, the Primary Party will in good faith, make best efforts to send staff to the Backup PSAP to provide operational support and subject matter expertise to minimize impact to the Backup PSAP staff and operations.

G. Parties will share their call handling and call documentation procedures to inform one another of the specifics of each other's operation. At a minimum, Parties will gather location information, call back number, nature of the call, and known safety information.

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Parties will make a concerted effort to align with the call documentation procedures when handling calls from the other's jurisdiction.

H. If a valid callback number is available, Parties will attempt to re-establish contact with abandoned calls. At a minimum, one callback should be performed to verify if an emergency exists when there are signs of distress, inaudibility, or a clear indication that emergency service is needed.

I. When feasibly possible, _____ will follow up with a radio, voice transmission, or delivery of an email to _____ of the available Computer Aided Dispatch (CAD) or Call Detail Record (CDR) for _____ calls.

J. When feasibly possible, _____ will follow up with a radio, voice transmission, or delivery of an email to _____ of the available Computer Aided Dispatch (CAD) or Call Detail Record (CDR) for _____ calls.

K. Within thirty (30) days of the execution of this AGREEMENT, the Parties agree to conduct and document the appropriate training of their respective staff on the processes and procedures agreed to by the Parties.

L. The Parties agree to notify the other Party of a return to normal conditions (such as the re-occupation of an evacuated PSAP) at the earliest possible opportunity. The Primary PSAP will be responsible for returning services back to normal conditions.

M. If _____ or _____ is compelled by Law to disclose any call information, it shall provide prompt written notice to the other Party. If the Parties cannot fail to quash the legal process requiring disclosure, both Parties understand the requested call information will be disclosed only to the extent necessary to satisfy the request.

III.   UPDATES AND MODIFICATIONS TO THIS AGREEMENT

This agreement shall last for a period of one year from _____ through _____ and shall continue from year to year thereafter. If either party wishes to terminate this agreement, they shall provide the other party with at least 30 days written notice of such termination.

The Parties agree to review this Agreement on a bi-annual basis, at a minimum, to update any processes or understandings.

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The Parties entering into this AGREEMENT acknowledge that any modifications must be by mutual consent, in writing, with as advanced notice as possible considering the circumstances, and will be treated as an amendment to this AGREEMENT.

The 9-1-1 Administrator shall be notified when there are any modifications to, or termination of, this AGREEMENT.

IV.   EFFECTIVE DATES

This AGREEMENT shall take effect upon its signing by authorized representatives of each party.

Signatures:

Name: _____

Signature: _____   Date: _____

Title: _____

9-1-1 System: _____

Name: _____

Signature: _____   Date: _____

Title: _____

9-1-1 System: _____