

Instructions for use of MOA for Contingency & Overflow Template

To complete the MOA for Contingency & Overflow:

1. Open the file. You will need to enable editing and may need to enable content on the action bar above the document window.
2. Press Ctrl-A to select all content in the document
3. Right Click and select Update Field. A dialog box will open requesting that you enter the Requesting PSAP name. Enter the name of the PSAP that is requesting answering of overflow and/or contingency calls. Click OK.
4. A dialog box asking for the Requesting PSAP Signatory's name opens. Enter the name of the person authorized to sign on behalf of the requesting PSAP. Click OK.
5. A dialog box asking for the Providing PSAP name will open. Enter the name of the PSAP who will be answering the overflow and/or contingency calls. Click OK.
6. A dialog box asking for the Providing PSAP Signatory's name opens. Enter the name of the person authorized to sign on behalf of the providing PSAP. Click OK. The information you entered in the above dialog boxes will flow into the document. You may have to highlight and change the font size of some of the information that is inserted into the document.
7. Click the checkboxes in front of the provisions that you wish to agree to. Insert text on the line following each section relating to how the call information should be provided back to the requesting PSAP. The conditions that would enact each of the provisions are:
 - a. Provision 1 – The requesting PSAP has to abandon their PSAP or equipment failure has left them without 911 or admin lines. There is no call taker signed in to the PSAPs queues. Calls would automatically be sent to the providing PSAP.
 - b. Provision 2 – The requesting PSAP is experiencing some type of surge event. All 911 (and perhaps admin if the PSAP overflows to admin) lines are busy. Calls will automatically be sent to the providing PSAP.
 - c. Provision 3 – The requesting PSAP is experiencing an event that leaves 911 calls ringing open. Perhaps a surge event in a short handed situation and the call taker(s) is not able to get to all of the ringing calls. There are two options for overflow for this condition.
 - i. Vesta Overflow - After the call rings open for an agreed upon time, the call is placed into the requesting PSAPs abandoned call queue. This queue appears on both the requesting and the providing PSAPs call handling screens. The providing PSAP can answer the call out of the queue, but the call also remains available to the requesting PSAP if a call taker becomes available to answer. If the providing PSAP answers the call from the queue, the requesting PSAP will be able to join the call in that queue. The overflow queue can be placed on multiple PSAP's call handling screen.
 - ii. ESInet Overflow – After a defined period of time (54 second (9 ring cycle) default) the call is routed to an overflow PSAP on the receiving PSAPs 911 lines. This option can be implemented in compliment to the Vesta overflow by setting the time period before ESInet overflow longer than the overflow queue timer on the Vesta.

8. The final checkbox allows the two PSAPs to establish agreements on procedure. Click on the line and begin typing. You can keep typing until you run out of additional conditions and the box should keep growing to allow it.
9. Print the MOA, obtain required signatures and dates.
10. Present the signed MOA to the appropriate authority for approval. Once approval is obtained enter the date of the approval on the blank line provided.
11. Scan and return the approved MOA to scott.ekberg@kansas911.org. Upon receipt, the MOA will be countersigned and copies returned to both parties. The contingency and overflow plan will be built in the system per the conditions of the agreement.