Abstract(s) in this session

Overcoming GIS Challenges of Transitioning to Next Generation 9-1-1
Dave Peck, Sales Director/GIS, West Safety Services, Huntington Beach, CA  
Peter White, GISP, Sr. Product Manager, West Corporation, Safety Services Division, Longmont, CO  

ABSTRACT TEXT: Next Generation 9-1-1 places new demands on those supporting the GIS needs of Public Safety Answering Points (PSAPs).

Historically, GIS provides legacy E9-1-1 systems with caller location mapping to aid in dispatch, and in some cases enhancing the accuracy of the MSAG tabular data. NG9-1-1 requires a transition to GIS-based call routing (ECRF) and location verification (LVF), and assumes "9-1-1 authorities have accurate and complete GIS systems, which are used to provision the LVF and ECRF" as part of the end-state vision for NENA i3 NG9-1-1.

Rather than a forklift upgrade, this "end state" is realized only after many technology pieces are implemented by the 9-1-1 authority, PSAP, Carriers, and 9-1-1 Service providers. A challenging transition period is likely in which a proper plan can help bridge the gap for GIS supporting legacy and NG9-1-1.

Attend this session to learn about the requirements, challenges and some recommendations for GIS supporting the transition to, and end-state of, NG9-1-1.

Tomorrow’s 911, Today: Washington State’s Journey to NG911
Melissa Liebert, GIS Specialist/Cartographer, Wahkiakum County, Washington, Cathlamet, WA  

ABSTRACT TEXT: Washington State is in the process of transitioning from today’s Enhanced 911 into a Next Generation 911 (NG911) emergency call routing system. This process involves moving from a tabular database to route calls, referred to as the Automatic Location Identification (ALI) table, to location-based call routing. The new NG911 system allows for a variety of call types (land line, cell phone, VOIP) and differing communication methods (voice, messaging, email, pictures and video) to transmit information to county 911 centers known as Public Safety Answering Points (PSAPs).

The Washington State Emergency Management Division coordinates and facilitates the state-wide implementation and operation of the 911 system. While the PSAPs in each county are responsible for dispatching emergency responders to the caller, responsibility for emergency call routing data integrity falls to all 39 Washington counties and their GIS personnel. There have been many hurdles this project has overcome, and this presentation retrospectively looks at the path taken by Washington State 911 GIS professionals and discusses the lessons taught during the transition. Experiences highlighted involve: learning NG911, interagency and intra-agency coordination, communication on a local and state-wide scale, data assessment workflows, and Emergency Services IP networks vendor selection and collaboration. Lastly, there is discussion regarding how Washington State is preparing for the NG911 challenges that may still lie ahead. Many other states and agencies are entering into a NG911 transition period and the goal of this presentation is to ensure other GIS professionals can benefit from Washington State experiences.

Preparing for NextGen911 - A Regional Approach
Wendy Peloquin, GISP, Account Manager, Gisinc., Jacksonville, FL  

ABSTRACT TEXT: As global connectivity and communications mobility increases, Next Generation 911 (NG9-1-1) augments the capabilities of a Public Safety Answering Point (PSAP), or 911 center, beyond voice into photos, videos, and text messages. Roanoke County, in partnership with the cities of Roanoke and Salem, led the development of a regional PSAP database that supports local coordination via online accessibility and an established common framework to address boundary and jurisdiction ambiguity in support of NG9-1-1 efforts. The regionalized PSAP dataset.