COMING TOGETHER FOR NEXT GENERATION 9-1-1:
STATE GIS COORDINATORS, 9-1-1 BOARDS, AND PUBLIC SAFETY ANSWERING POINTS

Next Generation 9-1-1 (NG9-1-1) is a 'game changer' for the 9-1-1 community because it will utilize GIS technology to deliver every 9-1-1 call —mobile, VOIP, and landline — to public safety answering point (PSAP) centers with precise geographic coordinates.

NG9-1-1

- Uses authoritative GIS data for call routing and location validation
- Conducts real-time two-way voice, text, and video emergency calls via IP-based networks
- Accesses personal sensor notifications—including collision detection and medical alert systems
- Better location data result in fewer misrouted calls, and an IP-based network of networks will simplify transferring emergency calls and associated data to other PSAPs
- Interoperable data standards enable PSAPs to better assist each other in emergencies
- Improves area-specific multi-media emergency alerts to wireline and wireless devices

PSAPs will be required to use up-to-date and standardized geographic information that are regularly shared to regional and/or statewide datasets, including:

☑ Civic location data including address points and road centerlines that have been synchronized with MSAG and ALI databases.

☑ Emergency service boundaries, including law, fire, EMS and PSAP boundaries that are free of gaps and overlaps and have been coordinated with neighboring jurisdictions.

☑ Provisioning boundaries, which define who is responsible for providing the above GIS datasets for a specific geographic extent.

While states across the country are in various stages of preparation for implementation of the next generation of 9-1-1 (NG9-1-1), it is clear that strengthening relations with state 9-1-1 leadership and PSAPs is critical to the success of NG9-1-1.

REACH OUT TO YOUR STATE'S 9-1- 1 LEADERS AND ATTEND MEETINGS

- State 9-1-1 Administrator: nasna911.org/state-911-contacts
- National Emergency Number Association state chapters: nena.org/page/chapters
- Association of Public-Safety Communications Officials state chapters: apcointl.org/apco-membership/chapters

Learn how 9-1-1 is funded and how PSAPs fund their GIS data development and maintenance. Look for ways you may be able to help reduce their GIS data costs and improve the quality of their GIS data.

Visit PSAPs of various sizes. Ask questions. See how their maps and data are being used. Learn what else the centers wish they could do from a geospatial perspective. Inquire about their unique GIS data issues. Do they have system limitations, non-standard data types, ingestion problems, lack of standards, or antiquated software?

Work with the 9-1-1 community to coordinate the development and maintenance of statewide emergency services, provisioning, and jurisdictional boundaries to ensure the boundaries are free of gaps and overlaps.

SPREAD THE WORD

- Help PSAPs and the 9-1-1 community to understand the changing role of GIS in NG9-1-1 and the need to coordinate GIS between PSAPs and aggregate data to regional/statewide levels
- Get your state's county organization involved: naco.org/about/committees-state-associations-and-affiliates
- Give presentations —instead of just handing out fact sheets —when you attend meetings of 9-1-1 leadership, APCO, NENA and others. Getting in front of them will increase name recognition and open doors.

Invite a representative of the 9-1-1 community to become a voting member of your state's GIS governing body.

Stay plugged into NSGIC's NG9-1-1 national advocacy and peer learning network on My.NSGIC: bit.ly/2FZ8rXk.

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