

# Smoother Sailing to NG 9-1-1

*NSGIC's Top 10 List for State GIS Coordinators*

NSGIC's NG 9-1-1 Work Group developed this list of actions that you can use to effectively engage your 9-1-1 community.

New features of NG 9-1-1 are:

- Conducting real-time two-way voice, text and video emergency calls via IP-based networks;
- Accessing personal sensor notifications including collision detection systems and medical alert systems;
- Transferring emergency calls and associated data to other PSAPs;
- Issuing area-specific multi-media emergency alerts to wireline and wireless devices.

To use these features PSAPs will need to use standardized, interoperable geographic information, including:

- Location-specific data that is received and integrated, in real time, into a common operating picture;
- Common data standards & models that allow for interoperability between PSAP locations and first responders in the field;
- Building address/entry point files for structures and properties.



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## Improving Relations with Your 9-1-1 Board and Public Safety Answering Points (PSAPs)

1. Reach out to your state 9-1-1 organization. You can find it on the following web site. <http://www.nena.org/state-local-chapters>
2. Attend meetings of your State 9-1-1 Board, and the state chapters of the National Emergency Number Association (<http://www.nena.org/state-local-chapters>) and Association of Public-Safety Communications Officials (<http://www.apco911.org/new/membership/chapters.php>) to better understand their issues and their unique 'politics.'
3. Find out where their dollars are being spent. Are they supporting duplicate or inefficient data collection, or do they have costly [MSAG](#) license fees (per record fee)? Determine where you can help reduce their costs and improve quality of service.
4. Understand their unique GIS data issues. Do they have system limitations, non-standard data types, ingestion problems, lack of standards, or antiquated software?
5. Visit a PSAP to take a tour. Ask questions. See how their maps and data are being used. Learn what else the Center wishes it could do from a geospatial perspective.
6. Improve the accuracy of jurisdictional boundaries in your state (e.g. fire box districts, EMS and police boundaries) and provide that information to the Operations Centers.
7. Develop a sound business plan using the [NSGIC/FGDC guidelines](#) to show them the Return on Investment (for their operation and the entirety of government operations) by working on data collection at a regional/statewide basis as opposed to funding individual EOC's or PSAPs to collect their own data.
8. Give presentations, instead of just handing out fact sheets, when you attend 9-1-1 Board, APCO and NENA Meetings. Get in front of them to get name recognition
9. Get your county organization (NACO affiliate) more involved in NG 9-1-1.
10. Invite the state NENA Chapter to become a voting member of your GIS Council.

**Good Luck!**