The Evolution of a Regional 9-1-1 GIS Program

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Association of Central Oklahoma Governments: ACOG (Oklahoma City)

- 4 Counties
- 21 Public Safety Answering Points (PSAP)
“It was important to have cohesiveness of the region, for mutual aid, and for being able to answer a 9-1-1 call from anywhere in the region that we had a regional map that looked the same and was updated for the call takers sitting at the 65 workstations across the region,”

Steve Willoughby, ENP, 9-1-1 ACOG Public Safety Division Director
2006: The First Step – GeoComm Hired to:

GIS Project Consulting and Organization

GIS Data Collection, Integration, and Development of Road Centerlines

GIS Training, Implementation of Tools and Maintenance
GIS Project Consulting and Organization

- Comprehensive study
- Regional Data Standard
- GIS environment of each PSAP
Development of a Region wide dataset

- Field verification
- Regional address-ranged road centerline layer
- ESN layer
- Community boundaries layer
- Phase 1 cell sector layer
GIS data maintenance tools

- In house staff trained on GIS data maintenance tools
Dispatch Mapping Software

- All 21 PSAPs, 64 positions using regional dataset
- Provisioning software to push out to all positions
2007: Evolving Maintenance Responsibilities

- Additional consulting and Entity assignments
- QA/QC responsibilities
- Two-way Replication
  - Communication
  - Weekly xml file exchange
- Weekly QA/QC Reports
- Monthly report – 9-1-1 call plotting success
Categorize ACOG Entities – A, B, C
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A: entity does everything and provides info to ACOG

B: entity does GIS and provides info into ACOG for MSAG development

C: ACOG does everything
2013: Migration to server based dispatch mapping

- 2 active, 1 passive server – 2 load balancers
- New network
- New position hardware
- 1 PSAP per week going live
  - January – June, 2014
- Updated maintenance documentation
Look to the Future

Integrate with CAD

Integrate HD weather Radar

Web based GIS maintenance?