911: Using GIS to Streamline Communication & Reduce Response Time

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Where We’re From

COBB COUNTY, GA

Population: 748,150

6 Cities, 3 CID's
Cobb County Department of Transportation

- **160** County staff members
- **7** Divisions
- **5,000** roads / **2,426** miles of County road
- **235** bridges & culverts
- **70** miles of multi-purpose trails
Work & Asset Management

- 911 Integration (2011)
- Cartegraph OMS (2016)
- 911 Integration Improved (2016)

**DOT Work Requests**

Year:
- 2007
- 2008
- 2009
- 2010
- 2011
- 2012
- 2013
- 2014
- 2015
- 2016

Values:
- 2,000
- 4,000
- 6,000
- 8,000
- 10,000
- 12,000
- 14,000
- 16,000
- 18,000
- 20,000
Cartegraph OMS Overview
Regional Transportation Management Center

Activates as EOC with call center during inclement weather events
PROBLEM
Easier to Call 911
Too Much Room for Error
Water Division: 911 Integration

- Hydrant Issues
- Water Main Breaks
- Drainage Issues
Inclement Weather

Snowmageddon | Jan. 28, 2014
277 calls from 911 to DOT logged in one day
Inclement Weather: Always on the Phone

- Flood Event 2009
- Snow Event 1/2011 (Snowpocalypse)

50% of all calls to DOT during inclement weather from 911.
Streamlined Process

911

CAD

Data

Cartegraph

OMS

DOT
How Data Gets to Us: 911 Integration

911 CAD

Name: Matt Ryan
Location: 123 Cobb Street
Details: Traffic Lights on Flash

OMS

Name: Matt Ryan
Location: 123 Cobb Street
Details: Traffic Lights on Flash
Better Workflow for the Field Staff
Time Saved

- **12,150** requests in OMS from 911 integration (since 2011)

- **6** minutes in estimated time savings per call

- **1,215** hours / 30 days per year of work time saved
GIS: How Does Cartegraph Map the Data?

Overview how OMS maps requests from integration
GIS: 911 Incidents on the Map
Improved by Integration

- **Safety**
  - Shortens response times
  - Reduces risk for employees

- **Collaboration**
  - Bridges communication gap
  - Reduces effort duplication

- **Efficiency**
  - Reduces logging duplication
  - Provides citizen contact fail-safe, better info gathering

- **Technology**
  - Interfaces information from two databases
  - Keeps data readily available, less than 5 minutes old
Checks and Balances

Notifications
- Identifies failed steps during server outages
- Sends to call center for resolution

Enhancements
- Identifies and assigns call type
- Operator badge number included
NEXT STEPS
New Task to Tackle

Fire Department Integration

- Collaborate regarding tree removal
- Communicate opportunities to help one another
- Schedule trimming of vegetation around hydrants
Connect with #CCDOT

Traffic Alerts on Twitter
Crew Photos on Facebook
Projects in Action on Instagram
Closure Alerts on CobbCommute.org
Project Info on CobbDOT.org
Report Incidents on YourGov.cartegraph.com