

Abstract

Implementation of 911 Mapping and Routing: A Coordinated Effort

Track: EMS, Fire, Disaster Management

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Through multi-agency coordination, Brookings County, South Dakota, was able to implement a mapping and routing GIS application for its 911-dispatch center from start to finish in one year. Organizations involved included the City of Brookings Police Department, County Emergency Manager, GIS Analysts from the local planning district, and an engineering firm offering GIS services. Data development was the most time consuming part of the process. Necessary data sets were created and checked with paper maps showing street address ranges, ESN zone boundaries, geocoded addresses, and responder locations. Data was designed according to pre-defined standards for use in a commercial 911-dispatch application based on MapObjects. GIS now provides valuable tools to assist the County 911 dispatchers in automatically generating quickest paths from responder locations to 911 callers. Route maps and detailed directions are generated in seconds and are able to be faxed to responder locations, shortening call response times.

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