## SOLACOM

# STEPS TO FINDING **CALLERS** FASTER

Instant access to accurate caller location information is crucial during all 9-1-1 calls.

Combine geographic information system (GIS) data and sophisticated mapping to quickly pinpoint caller location.

#### Start With the **NENA Standard**





The NENA Standard for NG9-1-1 GIS **Data Model** provides extremely

precise requirements for GIS data layers, field names, and the associated attribute data. While some data layers are mandatory, others are recommended or strongly recommended.

#### **Audit the Data** for Compliance





Thoroughly review the GIS data collected to identify the enhancements and corrections

needed to comply with the NENA GIS data model standard.

#### Go Beyond the **NENA Standard**





**building floor** plans, floor heights, seating plans, entrances, elevators, security

Add details about

systems, and heating, ventilation, and air condition (HVAC) systems. Include the geographic layout of

large venues with indoor and outdoor spaces.

#### **GIS** and Mapping **Experts** To take full advantage

**Partner With** 





with an expert in GIS database services and advanced location mapping. Solacom offers GIS database

development, standardization, and maintenance services

that simplify the transition to new data standards. And our Guardian 9-1-1 Call Handling solution supports

Guardian Map, a fully integrated mapping application that provides seamless call handling from within the map, as well as device-based location information from external sources.

### Acquire the **GIS Data**



See what the local assessor's office can provide. Then look to other

municipal departments, other levels of government, and private corporations to get the GIS data you need.

#### Adapt and Maintain the Data



Have an NG9-1-1 **GIS** expert correct and standardize the GIS data

requirements in the standard.

Develop a plan to manage additions, changes, and deletions to the GIS database.

#### **Show It All** on a Map Choose an NG9-1-1

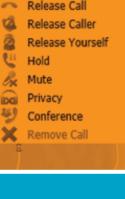


call handling and management system that allows call takers to: View call location and status

- on the map at a glance Answer and manage calls through the map
- Isolate and view GIS information in layers
- Easily zoom in and out and pan around the map view • See increasingly precise caller
- location information over time Visually track caller location as the caller moves



Campton



Location Info... Agency Info... Routing Info... Other Info... Answer

of research and innovation.

Position Your PSAP for the Future With Solacom

Solacom understands NG9-1-1. Our call handling and management solutions are built on more than 30 years

> Find out why Solacom is the choice of leading PSAPs and state and local governments.

Visit www.solacom.com.