

7 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

1



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

3



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

5



Add details about building floor plans, floor heights, seating plans,

entrances, elevators, security systems, and heating, ventilation, and air condition (HVAC) systems.

Include the geographic layout of large venues with indoor and outdoor spaces.

Partner With GIS and Mapping Experts

7



To take full advantage of GIS data, partner 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.

2 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.

4 Adapt and Maintain the Data



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

to meet the mandatory requirements in the standard.

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

6 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



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 of research and innovation.

Find out why Solacom is the choice of leading PSAPs and state and local governments. Visit www.solacom.com.

