

State of Maine Successfully NG9-1-1 System Implementation

PROJECT BACKGROUND

The State of Maine Emergency Communication Bureau (Maine ESCB), the state agency responsible for 9-1-1 across the state, has deployed a statewide Next Generation 9-1-1 (NG9-1-1) system with a modern Internet Protocol (IP)-based network, capable of meeting current and future public safety needs. In 2013, GeoComm was selected by server provider FairPoint Communications to supply National Emergency Number Association (NENA) compliant Geographic Information Systems (GIS) for their NG9-1-1 system. In July 2014, the last of the State's 26 Public Safety Answering Points (PSAPs) became NG9-1-1 operational.

GeoComm was selected to supply all of the NENA compliant GIS elements which included providing: the NENA i3 Emergency Call Routing and Location Validation Functions (ECRF/LVF), a Spatial Information Function (SIF), and a 9-1-1 PSAP mapping system delivered over the statewide Emergency Services IP Network (ESInet) to all of the State's PSAPs.

GeoComm assisted Maine ESCB with reaching this high level of 9-1-1 service by implementing several different software tools.

The software implementation included:

- GeoLynx Spatial Router a NENA i3 standard Emergency Call Routing Function (ECRF)/Location Validation Function (LVF) was implemented to support geospatial call routing and location validation
- GeoLynx Server, a web-based mapping system, hosted in FairPoint data centers was implemented to deliver 9-1-1 call mapping to the 26 PSAPs.
- GeoLynx Server Web DMS & GIS Change Requests was implemented to support address management between addressing officers across the state and the Maine ESCB.

Throughout the software deployment, GeoComm and FairPoint worked closely with the ESCB to prepare and provision the GIS data into their 9-1-1 system. This required GeoComm to complete a statewide NG9-1-1 GIS readiness analysis, provide workflow consulting services, and NG9-1-1 GIS Managed Services to quality check the GIS data being provisioned into the ECRF/LVF.

The completion of this project makes Maine one of the first states in the nation to deploy an NG9-1-1 system based on NENA i3 standards. By utilizing leading edge technology, the robust, redundant, and secure statewide emergency system provides the platform for PSAPs to receive voice, video, pictures, and text messaging, thereby enhancing and improving public safety for the 1.3 million citizens in the State of Maine.

"THE STATE OF MAINE HAS DEPLOYED A STATE-OF-THE-ART NG9-1-1 SYSTEM TO SERVE THE RESIDENTS OF THE STATE. GEOCOMM IS PROUD TO HAVE WORKED WITH FAIRPOINT, THE STATE OF MAINE AND KEY INDUSTRY LEADING PARTNERS IN THE IMPLEMENTATION OF ONE OF THE FIRST COMPLETE NENA I3 NG9-1-1 STATEWIDE EMERGENCY SYSTEMS."

~ JOHN BRYANT, GEOCOMM PRESIDENT & CEO



New Next Generation 9-1-1 System