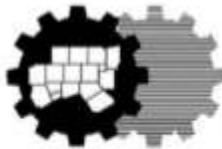


North Central Texas Council of Governments

CONGRATULATIONS TO NORTH CENTRAL TEXAS COUNCIL OF GOVERNMENTS FOR RECEIVING ESRI'S 2014 SPECIAL ACHIEVEMENT IN GIS AWARD FOR THEIR OUTSTANDING WORK USING THE LATEST GIS TECHNOLOGY IN THEIR 9-1-1 SYSTEMS.

PROJECT BACKGROUND

The North Central Texas Council of Governments, a Regional Planning Commission (RPC) that serves a 16-county area in the Dallas/Fort Worth area, has developed an extensive Next Generation 9-1-1 (NG9-1-1) system that provides comprehensive geospatial functionality by combining detailed GIS base maps with real-time emergency caller location for their 9-1-1 call takers. This includes pursuing technological 9-1-1 advancements, in each of their 44 Public Safety Answering Points (PSAPs) for the 1,125,000 9-1-1 calls they answer each year.



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In 2013 NCTCOG became the first in the state to route live 9-1-1 calls through a National Emergency Number Association (NENA) i3 standard Emergency Call Routing Function (ECRF)/Location Validation Function (LVF). In addition, NCTCOG is currently implementing an i3 CPE web-based Enterprise Mapping solution that is capable of receiving 9-1-1 call location information originating from wireline, wireless, and Voice Over IP (VoIP) communication devices.

GeoComm assisted NCTCOG 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) which in a NG9-1-1 system replaces traditional tabular Master Street Address Guide (MSAG) systems.
- GeoLynx Server Web DMS & GIS Change Requests which extends NCTCOG's ability to manage their public safety GIS data to the web, allowing surrounding agencies the ability to contribute to their GIS system.
- GeoLynx DMS Desktop, a powerful public safety GIS data management tool which fully supports the on-going GIS maintenance of NCTCOG's NG9-1-1 map data.
- GeoLynx DMS Workflow Manager which provides NCTCOG with a streamlined workflow for managing GIS related errors and improves the communication between NCTCOG's GIS data end users and those users responsible for the GIS maintenance.

"GEOCOMM IS A COMPANY DEDICATED TO ADVANCING TECHNOLOGY IN THE 9-1-1 INDUSTRY, BY LEVERAGING GEOGRAPHIC INFORMATION SYSTEMS (GIS) AND THE ADVANCED SKILL SETS OF THE EMPLOYEES, GEOCOMM IS A LEADER IN THE PATH FORWARD FOR NG9-1-1. EXCELLENT CUSTOMER SERVICE AND TECHNICAL SUPPORT IS SOMETHING THAT IS CRITICAL TO CUSTOMERS IN THE PUBLIC SAFETY INDUSTRY, GEOCOMM DELIVERS IN ALL DEPARTMENTS MAKING THEM A SOLID COMPANY."

**-RODGER MANN, 9-1-1 GIS
SUPERVISOR, NCTCOG**

In addition, GeoComm provided NCTCOG with NG9-1-1 GIS consulting services which included a technical workflow training session and a train the trainer session to provide a comprehensive understanding of the software tools and how to apply those tools to the new NG9-1-1 system. The sessions also focused on developing a maintenance workflow and incorporating the new web-based data maintenance system into the current NCTCOG GIS maintenance processes. This included training on coalescing the data from GeoLynx Server WebDMS into NCTCOG's internal enterprise GIS, managing the workflow environment with GeoLynx DMS Desktop and then merging the GIS data into their ECRF.