

Next Generation 9-1-1

Middlesex County GIS Readiness Assessment - Final Presentation



NG9-1-1: The Need to “Catch-Up”



- 40+ year-old analog technology
- Call location based on address of landline
- No text or multimedia
- **Table-driven**



80%+
from cellphone

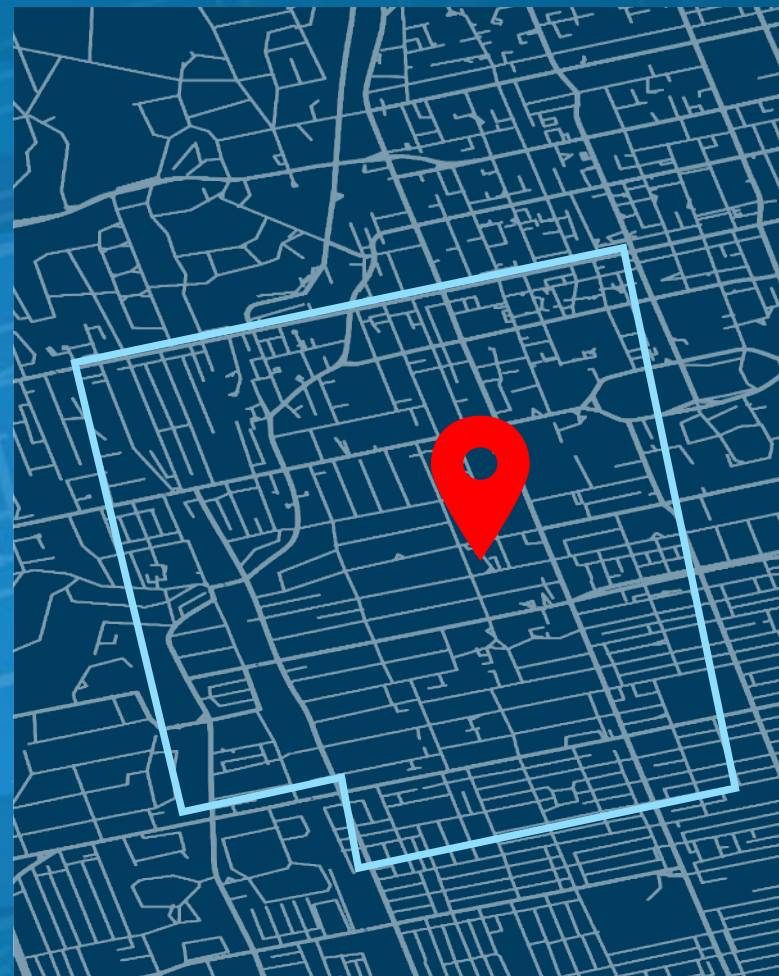
- Current IP technology
- Call location based on exact location
- Real Time Texting, video & additional data
- Increased security
- **GIS-Driven**

The Future... NG9-1-1 Additional Data

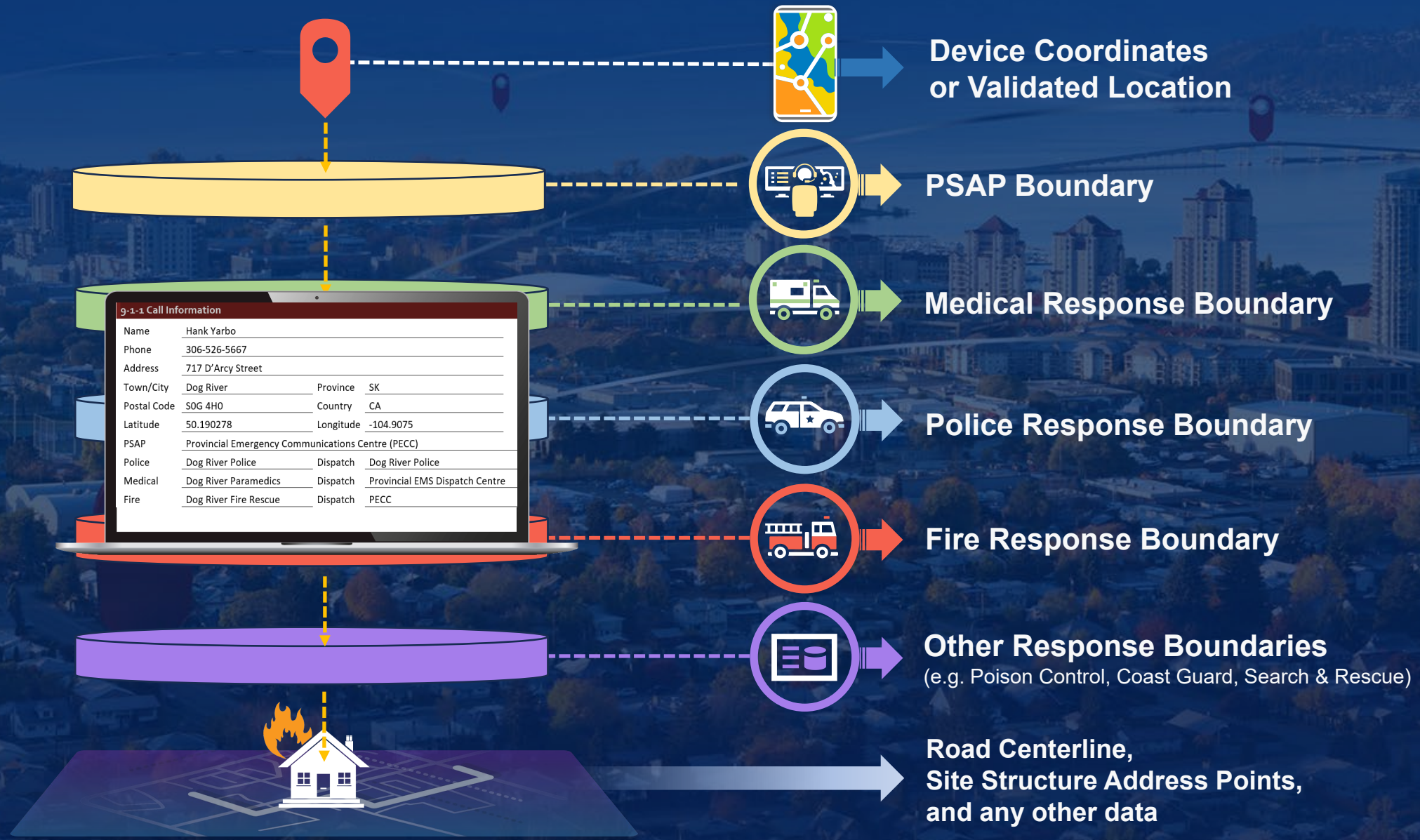


NG9-1-1 relies on GIS Technology

Geolocation Process to determine which PSAP to forward the call to.



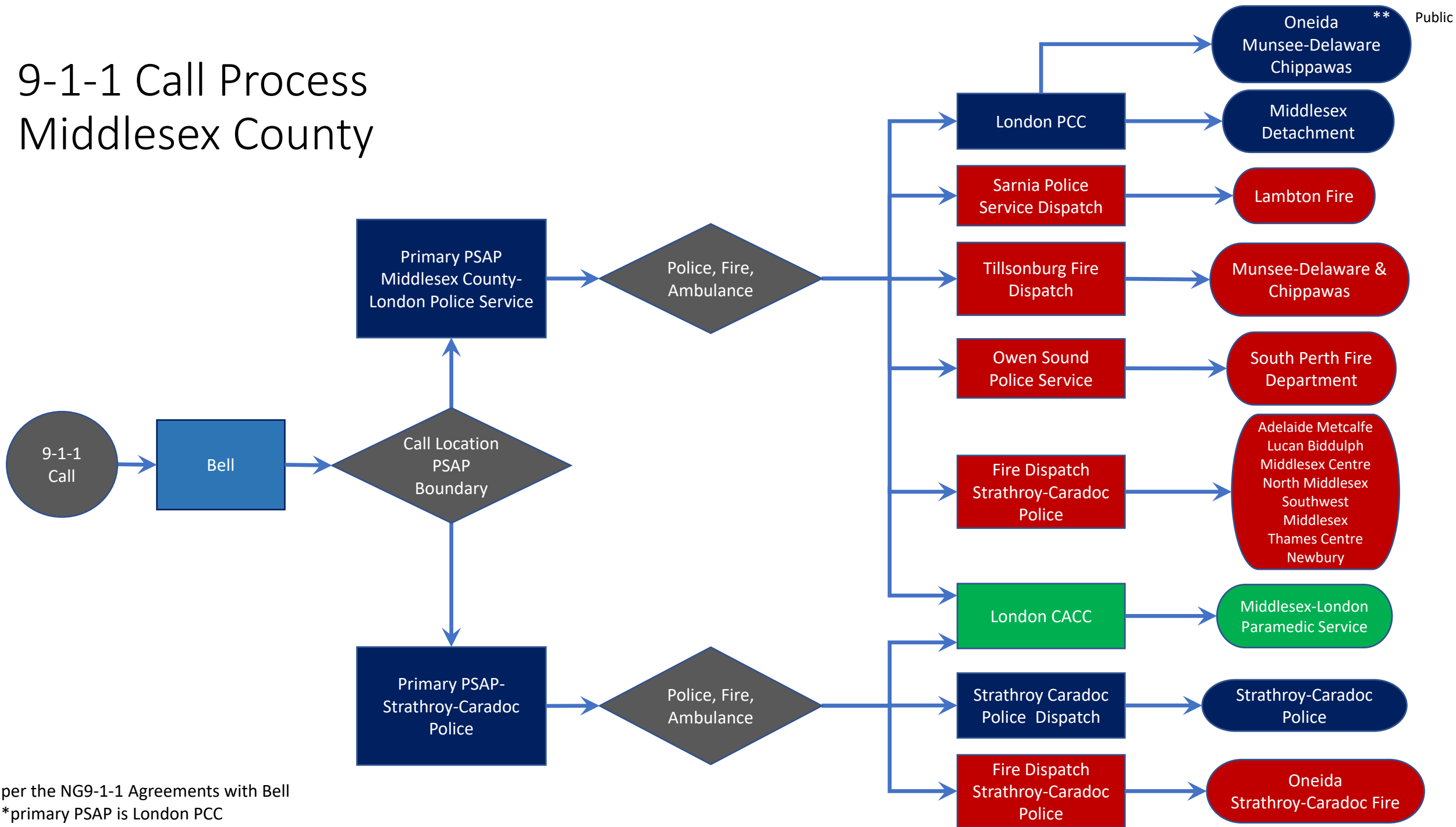
NG9-1-1 Point In Polygon Call Routing



NG9-1-1 Readiness Assessment Areas of Study

- ✓ Data Model Comparison with the NENA Specification
- ✓ Data Quality Assessment (ID systemic NG9-1-1 data issues)
- ✓ GIS Information Systems Management
- ✓ Information Management (Change Management)
- ✓ Corporate Awareness & Support

9-1-1 Call Process Middlesex County



*per the NG9-1-1 Agreements with Bell

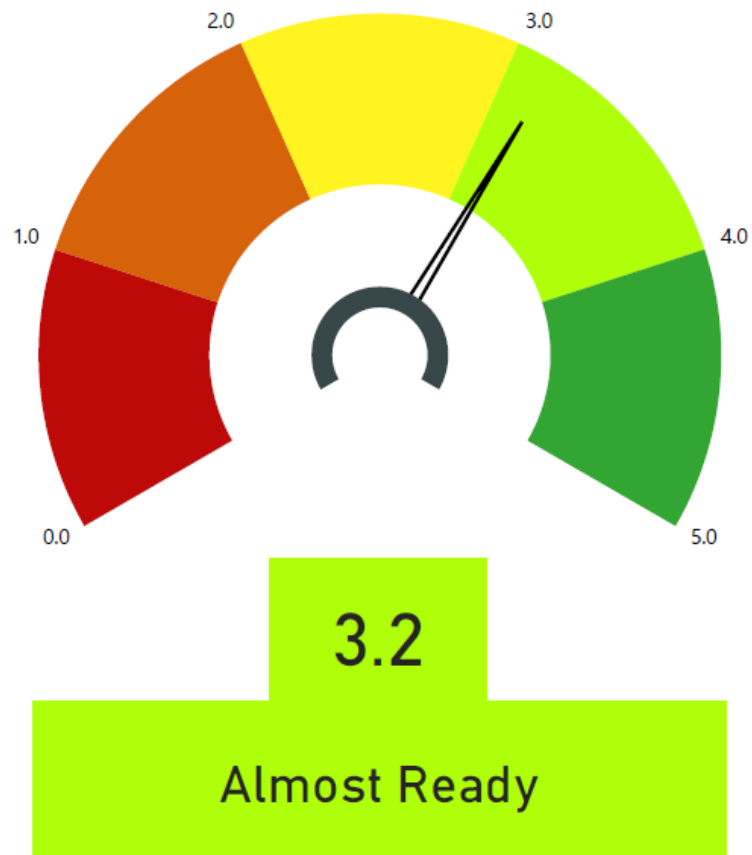
**primary PSAP is London PCC



Study Findings

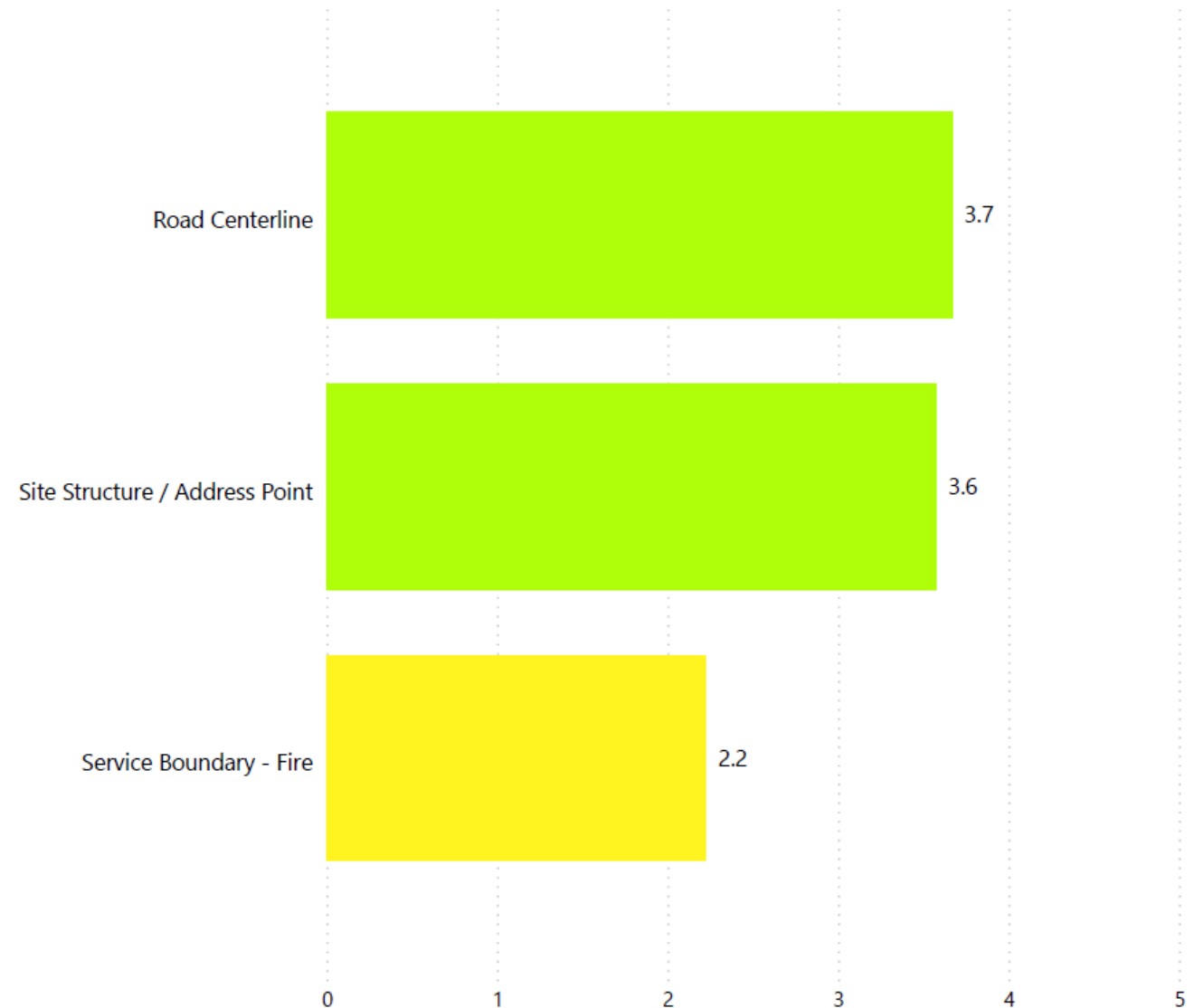
Data model Summary

NENA Data Model Comparison [Summary]

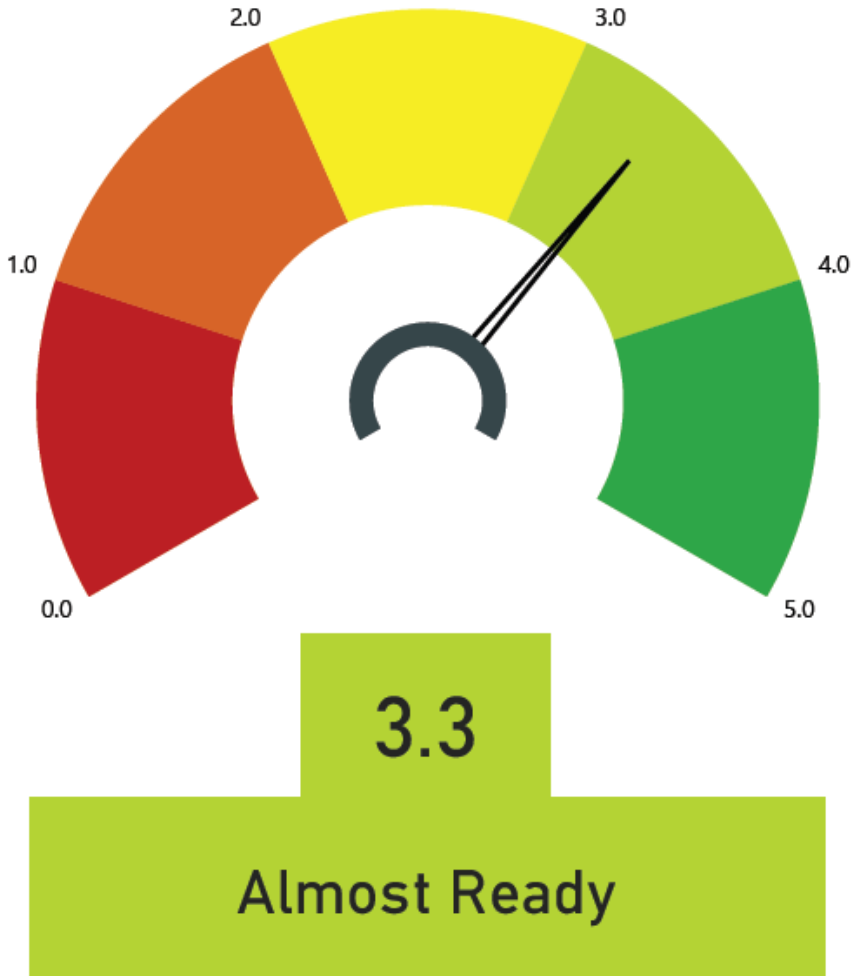


NENA Data Model Comparison by Category

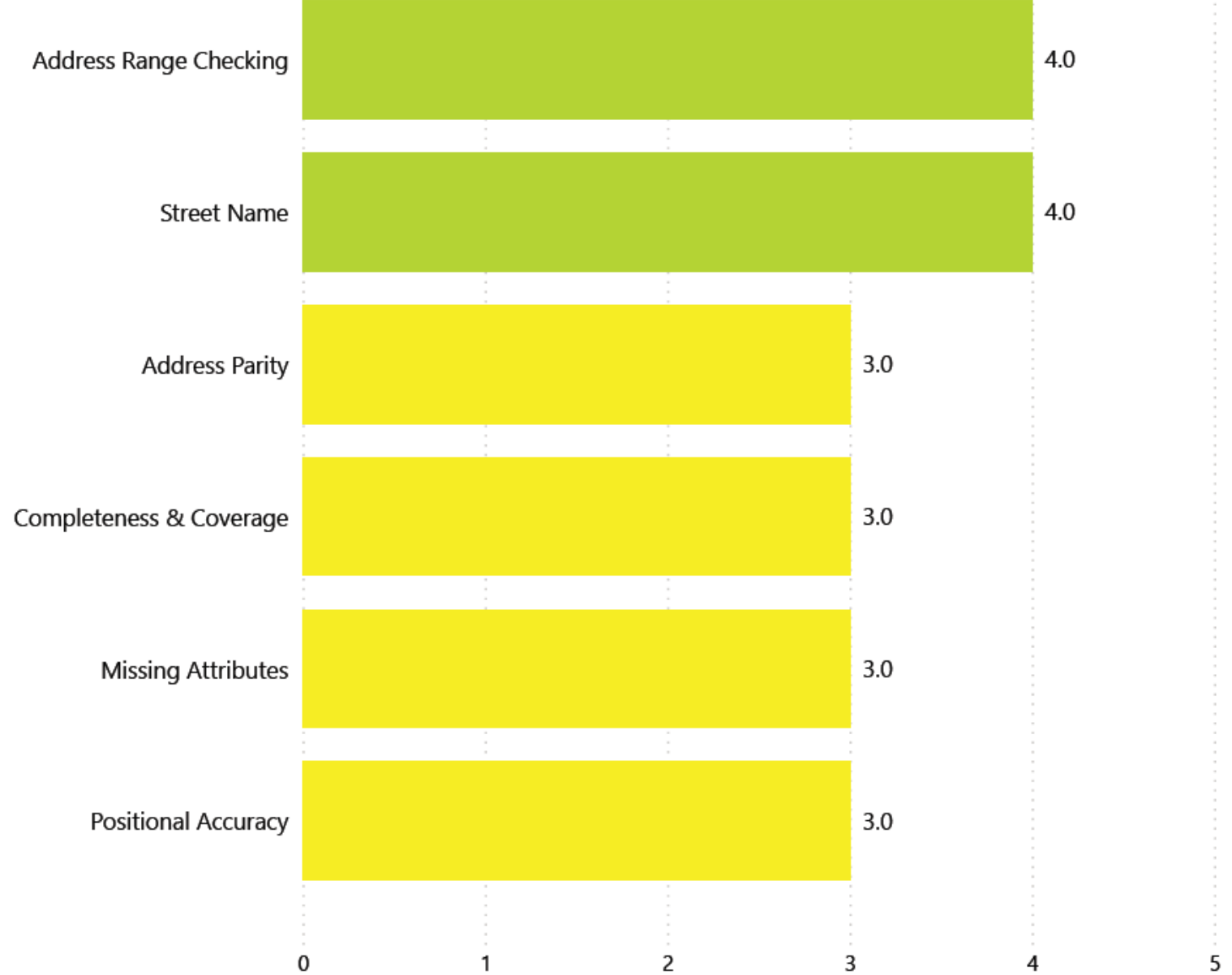
* NENA Mandatory Fields only



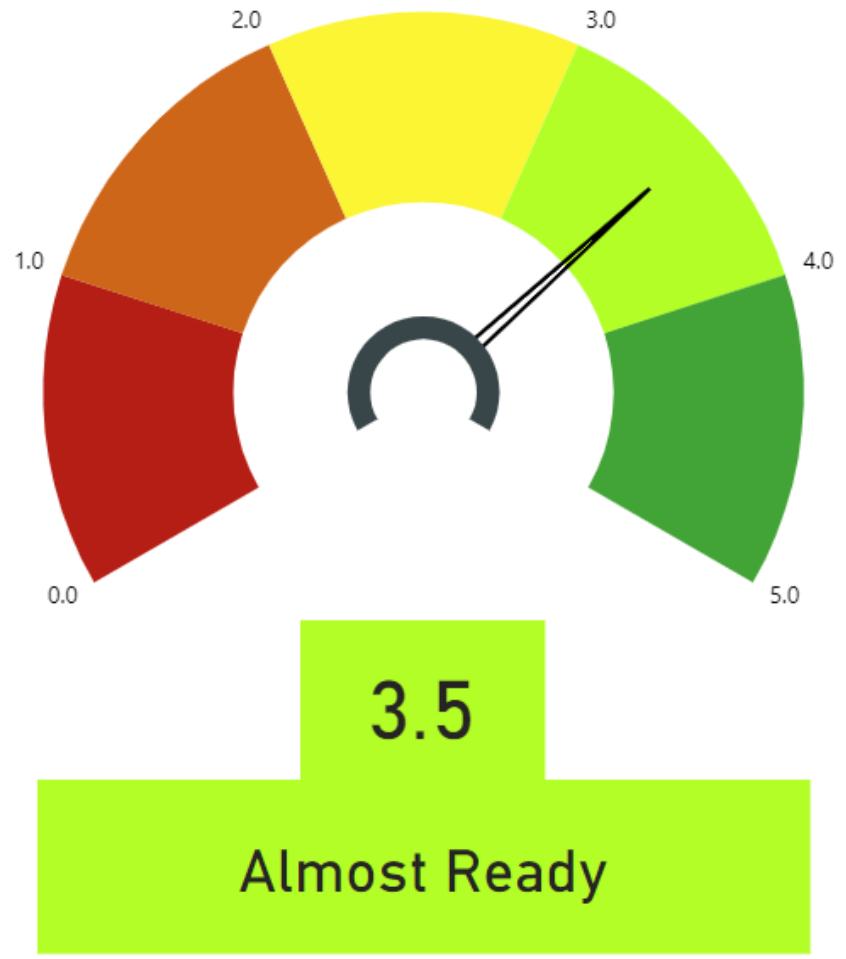
Data Quality [Summary]



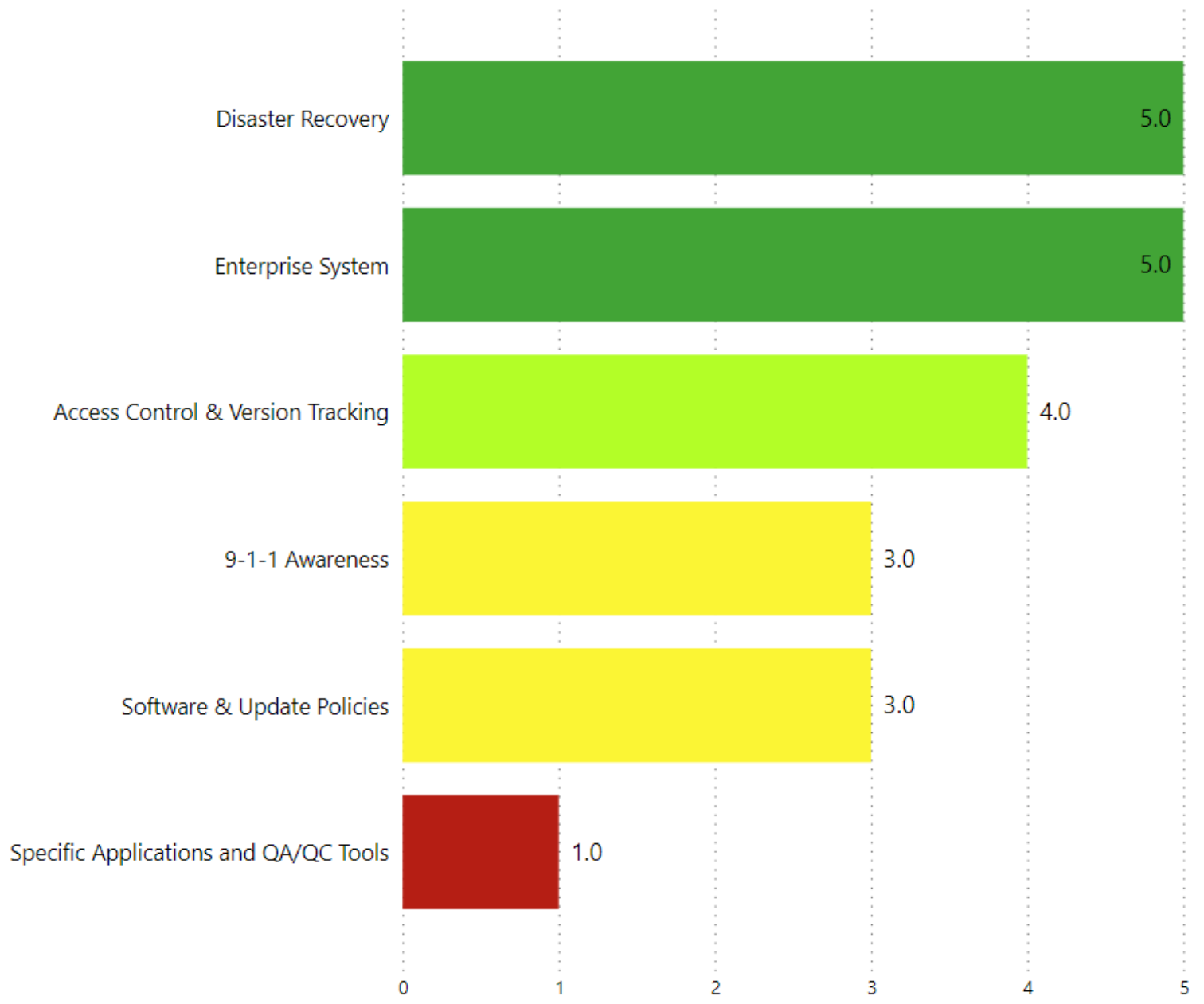
Data Quality Comparison by Category



Information Systems Management



Information Systems Readiness by Topic

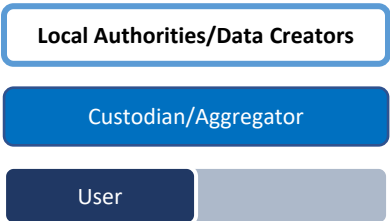


Middlesex County

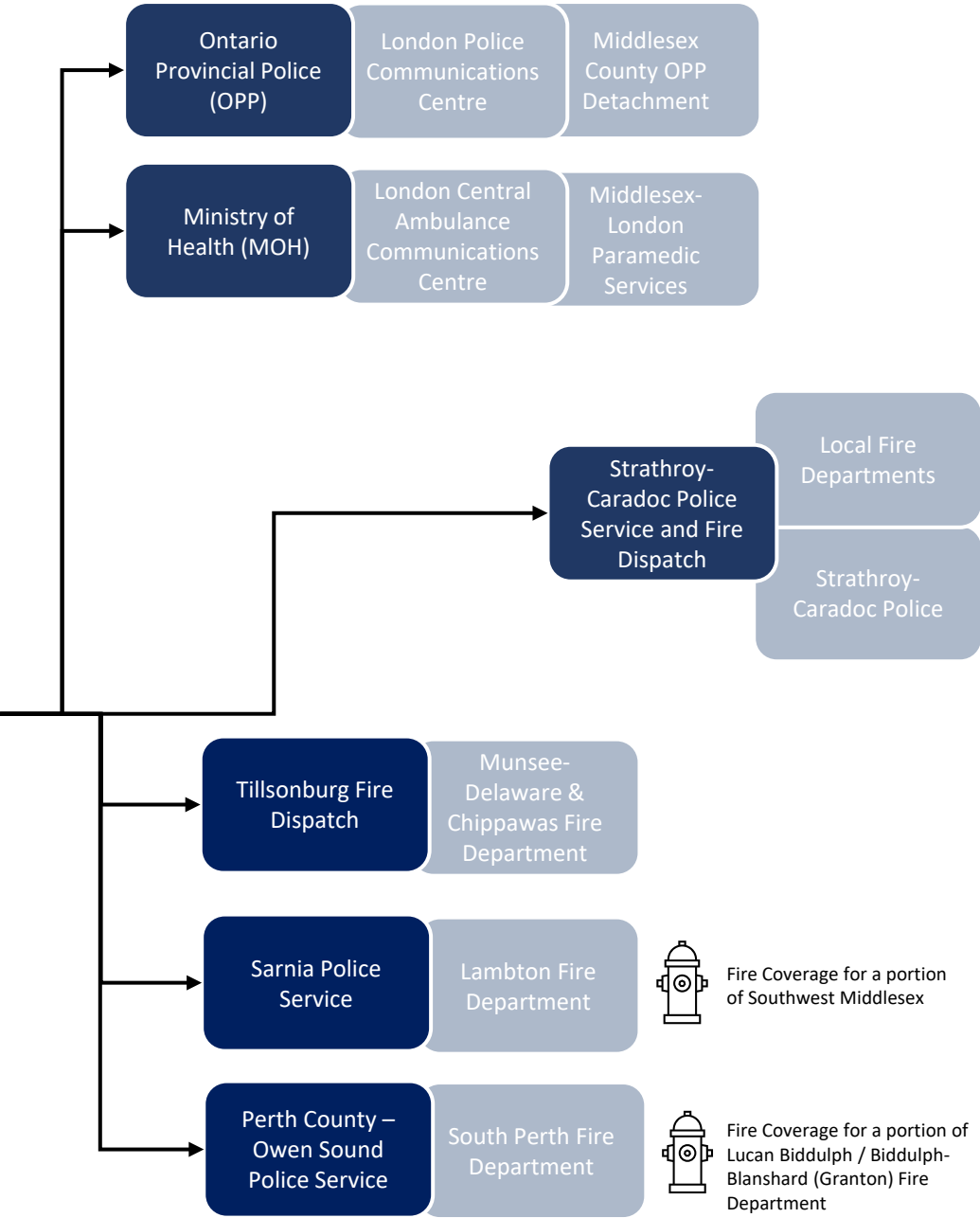
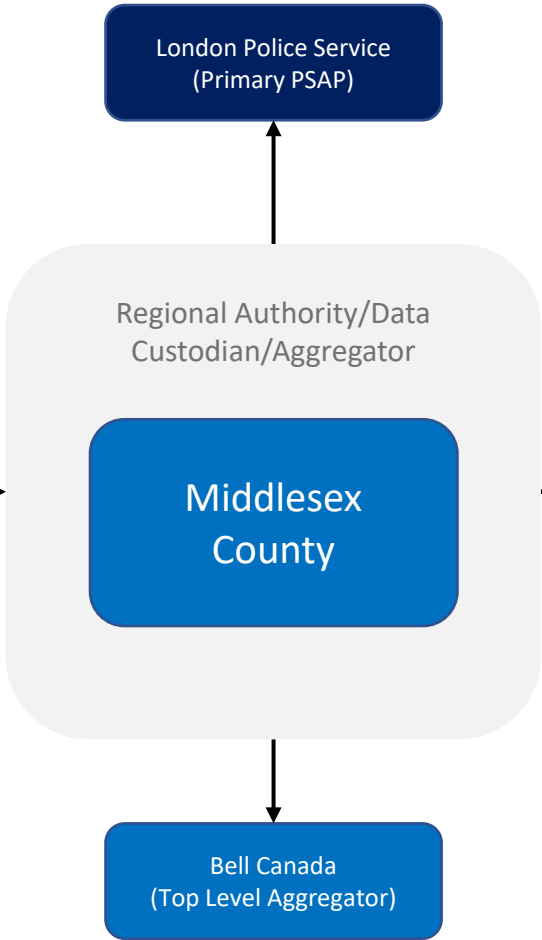
Information Flow Change Management

First Nations
 Chippewas of the Thames
 Oneida Nation of the Thames
 Munsee-Delaware

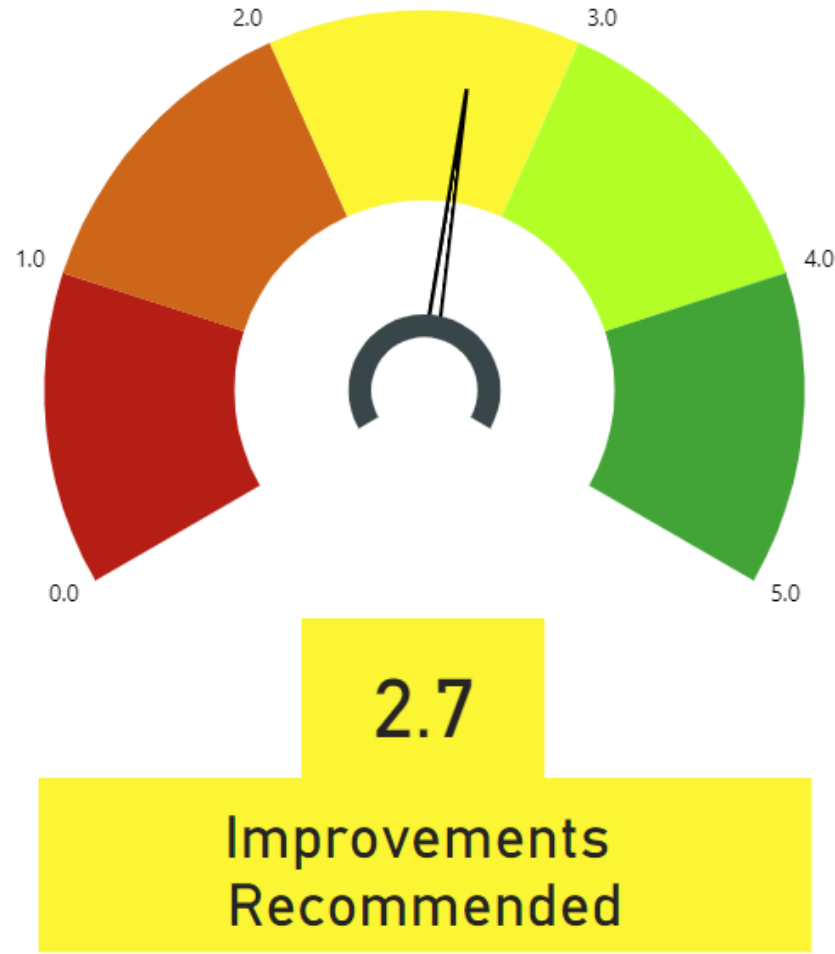
Local Municipalities
 Adelaide Metcalfe
 Lucan Biddulph
 Middlesex Centre
 North Middlesex
 Southwest Middlesex
 Strathroy-Caradoc
 Thames Centre
 Newbury



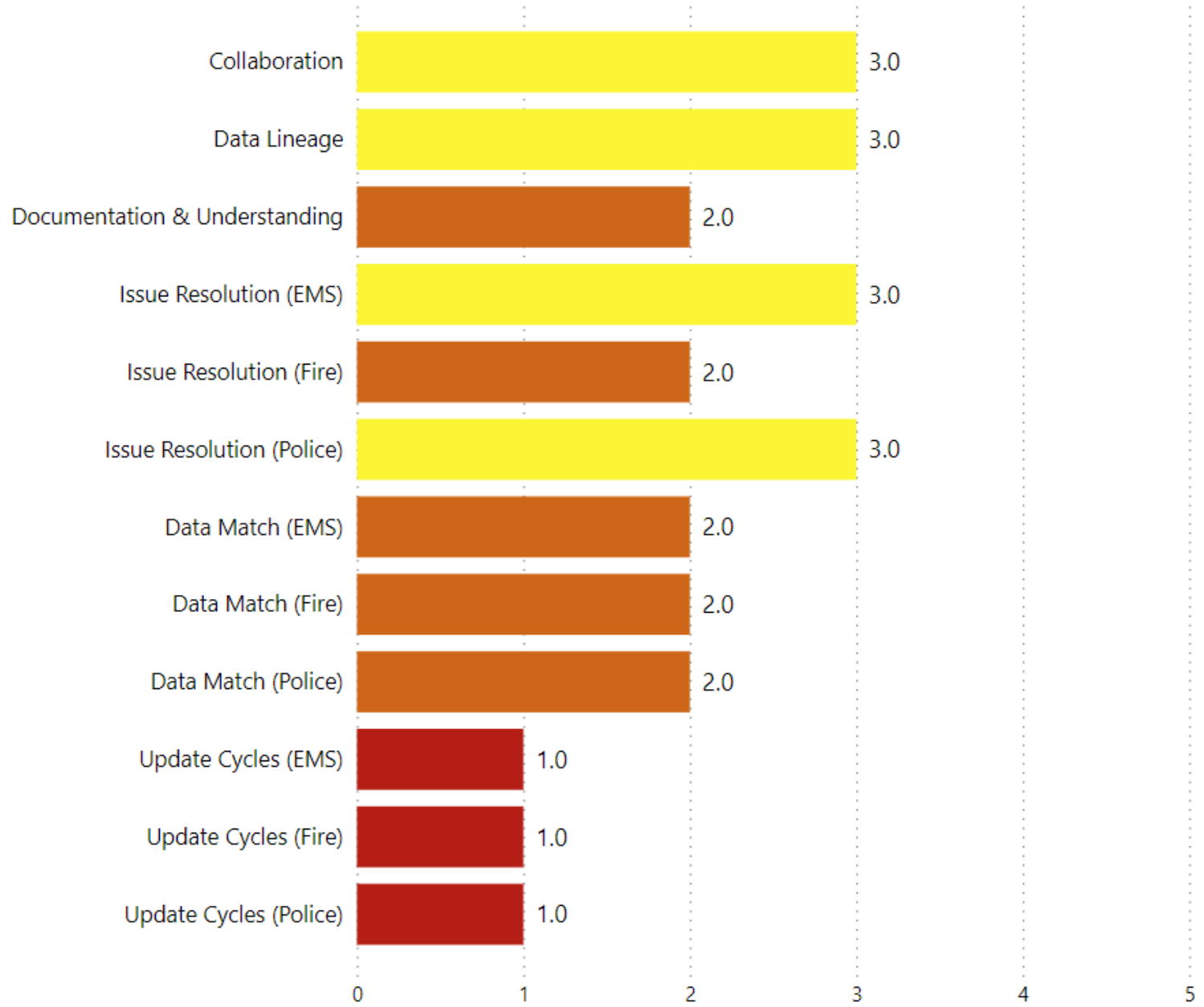
Change Notices →



Information Management

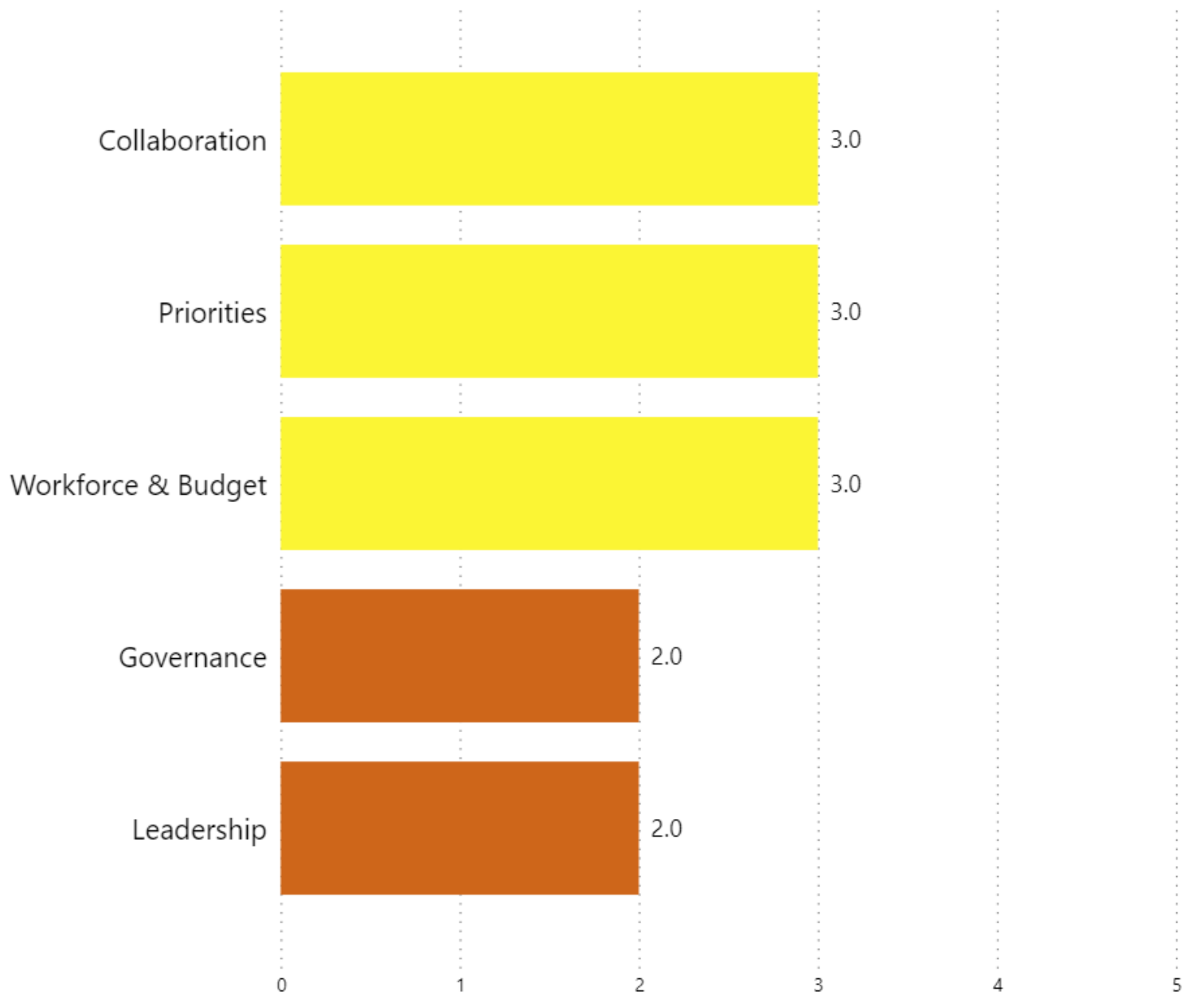
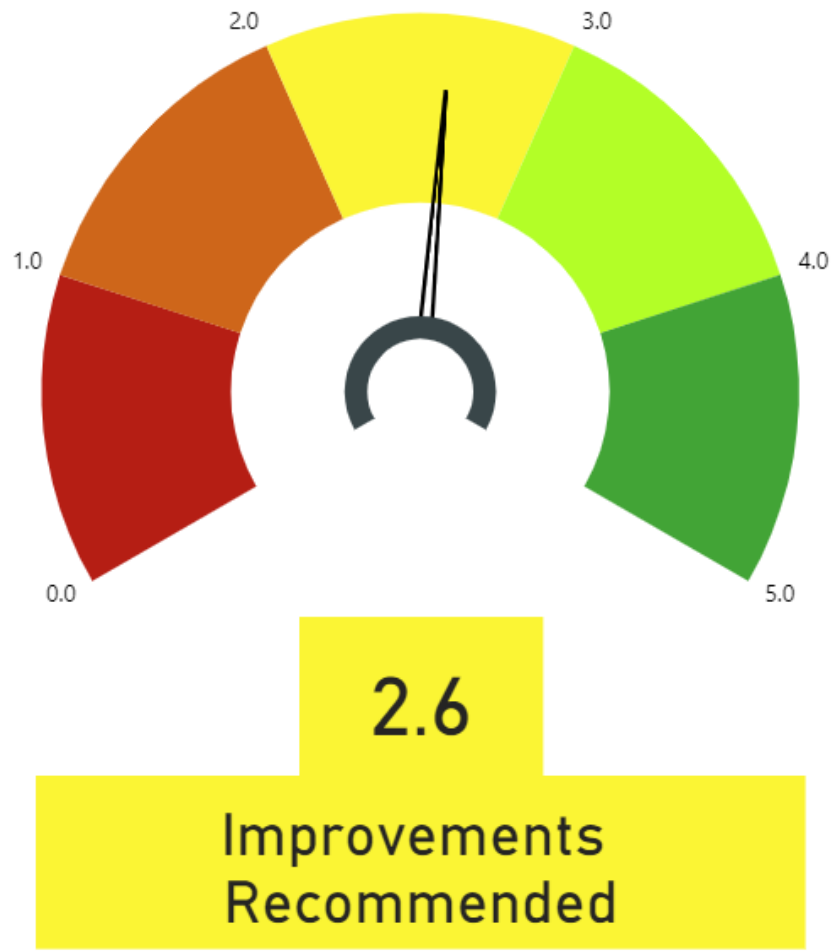


Information Management Readiness by Topic



Organizational Readiness

Organizational Readiness by Focus



Organizational Readiness Recommendations

Resources - Ensure adequate resources are available for:

- preparing data for NG9-1-1 that is complete, accurate and reliable
- creating documentation
- establishing relationships with different partners

Leadership -

- Identify and share the strategic importance of GIS with NG9-1-1
- Follow TIF92 to updates related to GIS requirements for NG9-1-1
- Communicate addressing expectations and requirements to local authorities



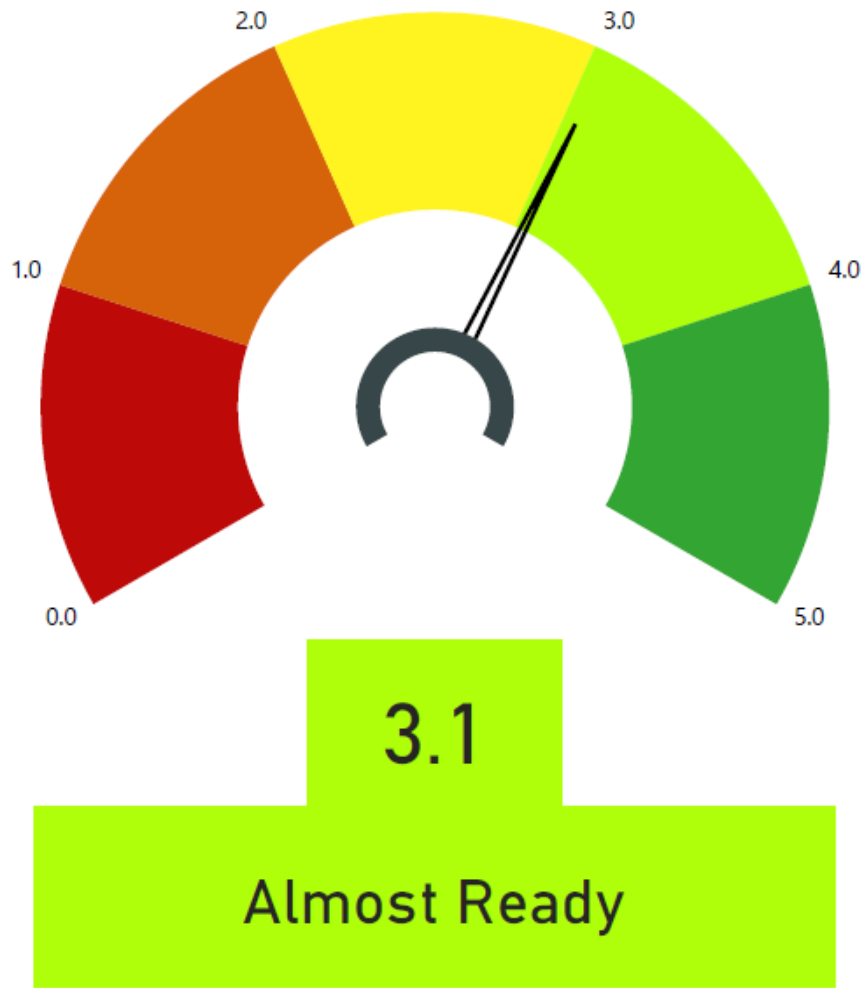
Collaboration -

- Consider a User Needs Analysis of different municipal departments related to data (e.g., fire).
- Meet with neighbours to work on boundaries.
- Work with First Nations to improve information exchange.
- Continue regular meetings of the 911 Committee.

Priorities – Include NG9-1-1 as a strategic priority and implement recommendations to be ready by 2025

Governance - develop a framework within the team that highlights GIS as a core requirement for routing calls within NG9-1-1

NG9-1-1 Overall Readiness [Summary]



Areas of Assessment:

Organizational Readiness	2.6	Improvements Recommended
Information Systems	3.5	Almost Ready
Information Management	2.7	Improvements Recommended
NENA Data Model Comparison	3.2	Almost Ready
Data Quality	3.3	Almost Ready

Questions & Wrap Up



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