



9-1-1 Call Management Application



Leslie H. Morgan, Ph.D., GISP
Leslie.Morgan@Spatial.Services



Cory Brandenburg, GISP, ENP
Cory@Bexarmetro.org



Phillip Rohrbough
PRohrbough@TC911.org



Robert T. Morgan, CISSP, CISA, CDPSE
Robert.Morgan@Spatial.Services



Project Background

Tarrant County 9-1-1 District added

ESRI

Contact Us Log Out

Bexar Metro 9-1-1 Network

Bexar Metro Geospatial Management Tool Dashboard

Call Map	Z Form	
Calendar	Clock	Site Admin
Calls	JWT Admin	
Logs	Z	
Maps	Test Calls	
Task Run Times	Site Usage	

by Esri



Key Features

- **Situational Awareness Map**
- **Calculate Call Height Above Ground**
- **Call Reporting and Statistics**
- **Data Exploration Tool**
- **Test Call Platform**



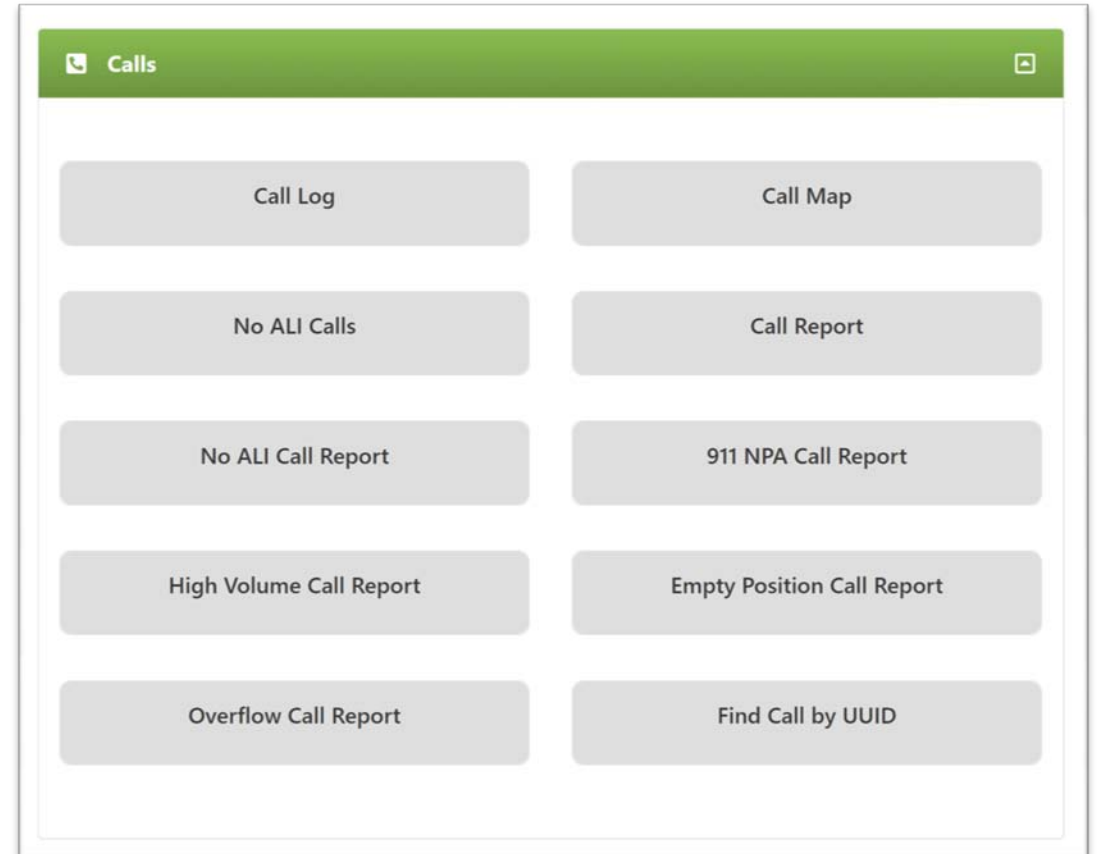
Situational Awareness Map

- Near real-time call map with additional real time layers such as traffic, weather radar, wildfires, etc.
- Calculate estimated height above ground for those calls with Z information
- Geocode landline calls that do not contain X,Y information
- Color code call symbols by class of service
- Buffer calls by XY uncertainty
- Oblique Viewers and Google Streetview
- Ability to add floorplans, images, 3D models, etc. to places of interest
- On map call statistics
- Heatmaps by Call Type
- Elevation Profile, Search, and Go To XY tools
- Notifications to system owners if call stream data interrupted, processing errors, or significant events



Call Reporting and Statistics

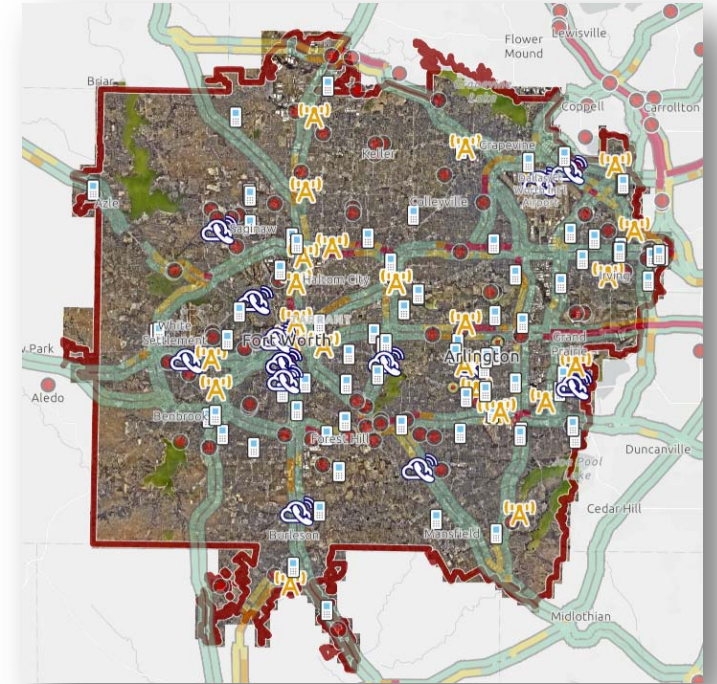
- Call History Log
 - Filter calls
 - Examine and map individual calls
 - Map or export filtered calls
- Call Reports
 - Summary Report
 - No ALI Calls
 - 911 NPA Calls
 - High Volume Calls
 - Overflow Calls





Advantages and Use Cases

- Quickly switch between tabular data, map, and imagery for individual or selected calls
- Intuitive design – PSAP managers can learn to competently use with a 2-3 hour training session
- Quickly detect issues with call processing
 - Too many Phase 1 calls
 - Too many calls with 911 NPA
 - Calls with generic Class of Service (Cell)
 - Calls without ALI Record
- Identify High Volume Callers



*Thanks and
Enjoy those
Early May
Flowers!!!
(Questions?)*

