

Welcome



LRGVDC

**GIS IN THE WORLD
OF A
9-1-1 COG**

AGENDA

INTRODUCTION

MAPPING
SYSTEMS &
PSAP OPS

REALITY
OF
9-1-1

LOCATION
VALIDATION &
DATABASE

PUBLIC
EDUCATION &
TRAINING

9-1-1
GOALS &
OBJECTIVES

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WHO ARE WE?

We are:

Lower Rio Grande Valley Development Council
(LRGVDC)

Introduction

- 1 of 24 Regional Planning Commissions (RPCs) in the state (also known as Council of Governments) formed under Texas law
- Established in 1967



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WHO ARE WE?

We are:

- A voluntary association of local governments focused on promoting regional collaboration and coordination
- The forum between cities, counties, state, and federal agencies
- Committed to ensure quality of life and security for our region and residents

Introduction

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DESCRIPTION OF REGION

Our region includes Hidalgo, Willacy and Cameron Counties:



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DESCRIPTION OF REGION

Interesting facts about the region:

- Area covers approximately 3,072 sq mi
- Located in the extreme southern tip area of Texas
- Borders Mexico to the south
- Borders the Gulf of Mexico to the east
- Borders rural areas to the north & east

Introduction

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DESCRIPTION OF REGION

Other interesting facts:

- There are 43 cities & 3 counties
- There are eight port of entry into Mexico
- Very diverse region thru out each county
- Population of 1.2 million (2010 Censes)

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DESCRIPTION OF REGION

But the most interesting fact is that:

The LRGVDC
administers 9-1-1
regional services for
Hidalgo and Willacy
Counties

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9-1-1 DEPARTMENT

Our department:

- At the state level is administered by the Commission on State Emergency Communications (CSEC)
- Under Texas Law, we fall under the Health and Safety Code – Chapter 771
- We are also subject to the Texas Administrative Code, Title 1, Part 12, Chapter 251

Introduction

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THE PUBLIC'S PERCEPTION OF 9-1-1

Public Perception of 9-1-1



Reality of 9-1-1

“On the surface, 9-1-1 looks pretty simple to the public, thanks to 9-1-1 professionals working behind the scenes. Together, our innovative thinking, leadership, and vision translate into service for thousands of residents in the Lower Rio Grande Valley each day.”

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REALITY
OF
9-1-1

9-1-1 GOALS & OBJECTIVES

Implement and integrate to a standardized state mapping system for 9-1-1 call routing and physical address validation.

9-1-1 GOALS
&
OBJECTIVES



9-1-1 GOALS & OBJECTIVES

Under CSEC, this is known as the Enterprise Geospatial Database Management System (EGDMS)

Objective:

Maintain and develop geospatial data utilized for locating 9-1-1 callers. Also, incorporate next generation geodatabase functions that will help with Next Generation 9-1-1 (NG911) requirements

9-1-1 GOALS
&
OBJECTIVES



9-1-1 GOALS & OBJECTIVES

With this goal in mind, in our 9-1-1 world it all starts with a location!

9-1-1 GOALS
&
OBJECTIVES

Whether it is an address or
a GPS coordinate

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9-1-1 DEPARTMENT PROGRAMS

Location Validation Program

The responsibilities and duties of this program are:

- We serve as the addressing agent for Hidalgo & Willacy counties in rural areas
- We convert Rural Route Box addresses to 9-1-1 physical addresses
- We address recorded subdivision plats within our jurisdiction
- We provide assistance to citizens and local government entities on daily basis

9-1-1
DEPARTMENT
PROGRAMS



9-1-1 DEPARTMENT PROGRAMS

Database Program

Once an address is established, this program has the responsibility of updating the state 9-1-1 database. Other duties are:

- Maintain and update the Master Street Address Guide (MSAG)
- Ensure that the telephone numbers in the state 9-1-1 database have a valid address
- Ensure that all the information needed to route the call is correct
- Work on telephone errors that exist already and/or come up on daily basis

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PROGRAMS



9-1-1 DEPARTMENT PROGRAMS

Mapping Program

This program serves as the “BIG BROTHER” to the Location Validation and Database programs.

This program does the final verification on the established address, then creates a geo-spatial representation of it in the form of an address point.

- Verify that location validation and database programs have the correct information.

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PROGRAMS



9-1-1 DEPARTMENT PROGRAMS

Mapping Program

- Maintain & update our Operational Layers:

road centerlines

site/structure address points.

- Maintain & update our Base Layers:

City Limits Boundaries

Emergency Service Boundaries (ESN)

PSAP Boundaries

Telephone Exchange Boundaries

Responder Boundaries

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DEPARTMENT
PROGRAMS

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9-1-1 DEPARTMENT PROGRAMS

Mapping Program

- Provide web mapping solutions for outside agencies i. e. Fire & EMS Departments, Emergency Management, Fire Marshall Office, etc.....

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- It is worth mentioning that in the Next Generation 9-1-1 systems mostly everything will be running on GIS data.

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9-1-1 DEPARTMENT PROGRAMS

System & PSAP Operations Program

Besides dealing with the ever changing technology, this program is the other main reason why we need the address, update the database and maintain our GIS Maps. This program's responsibilities and duties are:

- Maintain and upkeep all of our 9-1-1 networks
- Work with contractors to maintain an efficient 9-1-1 system operating
- Primary point of contact for all of our PSAPs

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9-1-1 DEPARTMENT PROGRAMS

Public Education Program

This program is vital to our department. It is the best way for us to educate our citizens (all ages), local entities and leaders.

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PROGRAMS

- Conduct presentations at different venues and events
- With the help of GIS, we are able to see where we still need to educate and let people know about 9-1-1
- Design and develop Public Service Announcements with key information to the public.



9-1-1 DEPARTMENT PROGRAMS

Public Education Program

Here is an example of a
recent PSA:

Pocket Dial

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9-1-1 DEPARTMENT PROGRAMS

Public Education Program

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HELP US FREE UP VALUABLE EMERGENCY TIME... MAKE SURE YOUR PHONE IS POCKET DIAL PROOF!

LRGVDC911.org



9-1-1 DEPARTMENT PROGRAMS

Training Program

Through this program, we coordinate various trainings needed and as requested:

- Provides Onsite and Offsite trainings to all of our PSAPs
- Develops and implements our yearly training calendar
- Keeps track of 9-1-1 Department staff for professional development

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CONCLUSION

Our department

Is charged with keeping abreast of the changes in the business climate, laws and advancing technology. For these reasons, our involvement in the following organizations is crucial:

- Commission on State Emergency Communications (CSEC)
- National Emergency Number Association (NENA)
- South Central Arc User Group (SCAUG)

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QUESTIONS ? ? ?

