

CASE STUDY

CUSTOMER:
North Dakota
State Radio
Communications

SOLUTION:
On line 9-1-1
mapping system

MARKET:
Emergency
management
systems

“We’re delighted with the web based GIS as now we receive accurate location information which is vital in 9-1-1 incidents. This greatly improves our efficiency to dispatch the first responders. Overall this is the first step to what an enterprise database can mean to the public safety community. This is a true Next Generation 9-1-1 solution”

North Dakota State Radio
Communications

North Dakota’s online 9-1-1 Mapping Solution

The solution, delivered by BullBerry Systems and built using eSpatial’s Web GIS technology, improves information sharing and increases efficiencies through the delivery of accurate location information on 9-1-1 incident calls for the dispatch of First Responders in North Dakota and 22 surrounding counties.

Introduction:

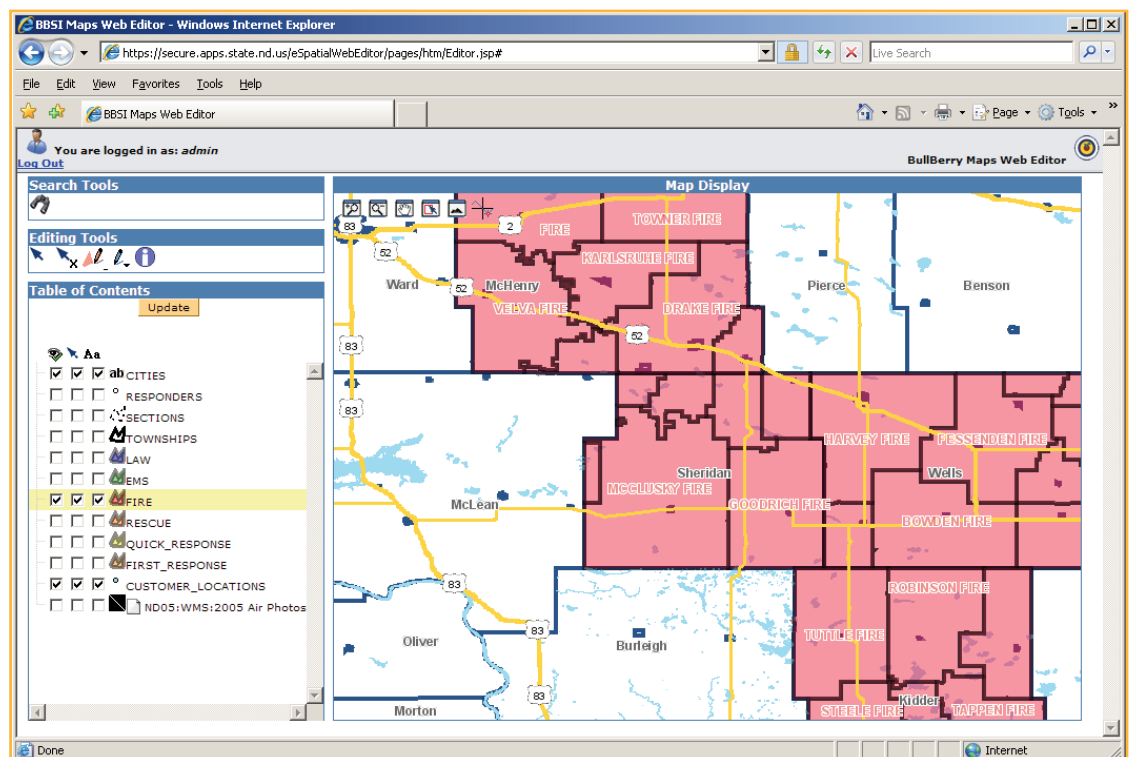
North Dakota State Radio Communications is the agency responsible for dispatching the state’s Highway Patrol. It is also the consolidated dispatch position for another 22 counties that currently do not have their own county based facilities. North Dakota State Radio Communications receives all 9-1-1 incident calls and is responsible for dispatching first responders.

The challenge:

Counties were unable to input their location information accurately in the existing mapping system and State Radio observed increasing discrepancies in the information they received. The mapping software proved to be inefficient and the maps were becoming antiquated. Inaccurate information is unacceptable when dispatching first responders to 9-1-1 calls. Another issue was that the software was not future compatible with the ESRI state wide base map planned for the region.

The Solution:

BullBerry Systems proposed an immediate solution for the North Dakota State Radio PSAP (public safety answering point) GIS issues. BullBerry delivered a web based system to maintain the 22 county GIS data using Navteq data. BullBerry Systems completed necessary data work to include the local responder layers and ensured that the Navteq data was set up to support a 9-1-1 mapping software application. Using a combination of the Oracle database technologies and eSpatial’s pure web GIS technologies for the web front end, BullBerry Systems, within 4 months from conception, provided a tested solution that not only established the dataset, but provides tools for the 22 counties to directly input new and updated address points that populate the dataset on the North Dakota State Radio based server from any web browser. Full deployment and user training was completed within weeks and currently all 22 counties are successfully using the application.



BENEFITS:

Ease of Use:

The majority of the users of the system have limited or no GIS skills, but the Intuitive Oracle/eSpatial application makes it very easy for them to input information without the possibility of error or making changes to the map that could adversely affect the operations of their first responders.

Consistent, up to date information:

With this solution, North Dakota State Radio will always be working with consistent map data for the 22 counties; the counties are able to effectively deploy mobile software that has the same data set and functionality as the North Dakota State Radio PSAP.

Reduced Costs:

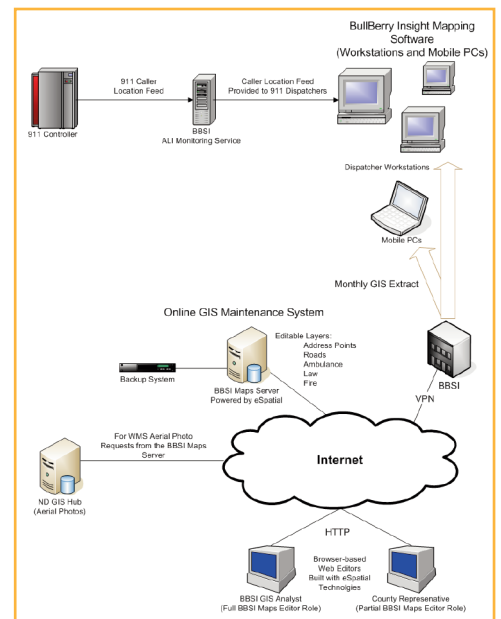
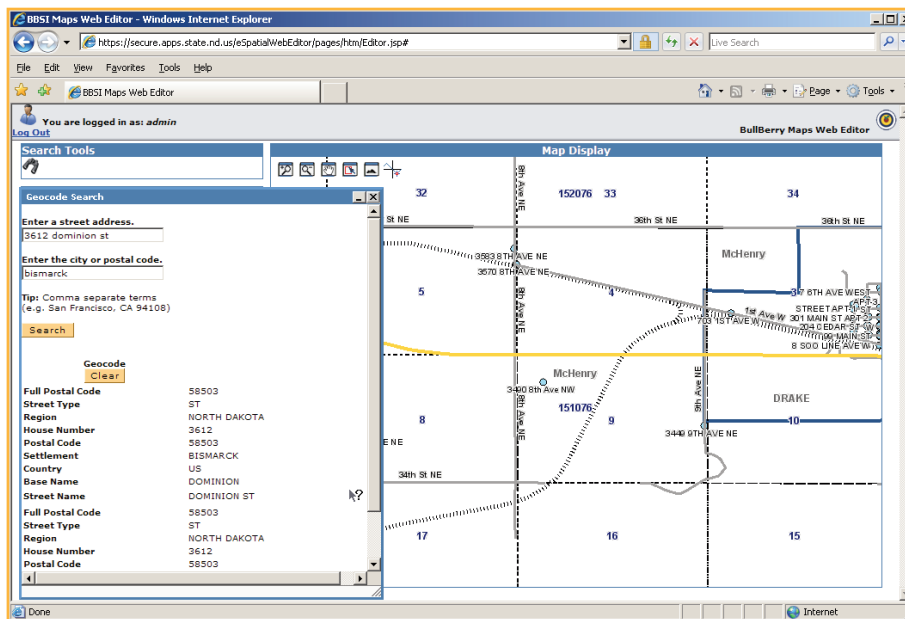
The county GIS data can now be maintained at minimal costs in the web based system.

Ease of Integration:

The system can be easily updated to state data when the statewide mapping project is initiated.

Information is easily shared:

The program provides a statewide application so they will be able to work effectively with adjacent counties.



About eSpatial:

Since 1997, eSpatial has been helping businesses improve efficiencies and reduce costs through effective use of spatial data. We provide full-strength GIS over the web. eSpatial helps organizations to answer questions, solve problems and plan ahead by looking at data in a way that is quickly understood and easily shared as digital maps. eSpatial combines the latest innovations in software delivery and usability with the traditional performance of in-house GIS to deliver on our vision of "World's Best Web GIS". Our award winning solutions deliver easy-to-use yet powerful GIS functionality over the web providing universal access and faster integration.

For Further Information contact:

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