

PUBLIC SAFETY • STATE OF ARKANSAS

Automating NG9-1-1 Data Validation Across **80** **Jurisdictions**

Ready to Modernize Your
NG9-1-1 Data?

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CASE STUDY • THE STATE OF ARKANSAS

ABOUT THE ORGANIZATION

The Arkansas 911 Board is responsible for the planning, operation, and implementation of the statewide NG9-1-1 Service, as well as the distribution of funds for the maintenance and improvement of the system. In 2020, the Board began searching for tools to support its transition to Next Generation 9-1-1 (NG9-1-1) — an initiative that aims to improve emergency response times, enhance public safety, and better meet the needs of a technologically advanced society.

The Arkansas 911 Board chose to bring in a vendor for the State NG9-1-1 implementation instead of building an in-house system. The Board wanted Public Safety Answering Points (PSAPs) to govern their own data, eliminating the need to delegate quality assurance and control responsibilities to the Arkansas GIS Office. After a competitive bid process, 1Spatial's Public Safety NG9-1-1 Enterprise Solution was selected for its ability to deliver the required functionality within a few months, and for its flexibility to support other data initiatives.

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| CUSTOMER The State of Arkansas | INDUSTRY Government – Public Safety |
| CHALLENGE Stand up a statewide Emergency Services IP Network by aggregating geospatial layers from numerous local entities to support NG9-1-1 geospatial call routing. | SOLUTION Public Safety NG9-1-1 Enterprise Solution — an automated workflow for data validation and integration supporting the statewide build-out. |

“1Spatial's technology enables our NG9-1-1 geospatial data to be in a consistent, standardized format, validated via a uniform set of rules, so that everybody is ‘singing from the same sheet of music.’ That becomes critical when integrating data from 80 different jurisdictions.”

Jonathan Duran — Deputy Director, Arkansas Geographic Information Office

THE CHALLENGE

Implementing geospatial 9-1-1 call routing takes significant coordination with local data providers to aggregate the National Emergency Number Association (NENA) required datasets. NENA has published — and continues to author — new standards for geospatial data supporting NG9-1-1, which Arkansas adopts as a statewide baseline for provisioning data into its Next Generation Core Services (NGCS).

NENA-REQUIRED DATASETS

- Address Points
- Road Centerlines
- Emergency Service Boundaries
- PSAP Boundaries
- Provisioning Boundaries

THE SOLUTION

To meet Arkansas's NG9-1-1 data needs, the State implemented 1Spatial's Public Safety NG9-1-1 Enterprise Solution. It includes 1Integrate and 1Data Gateway preconfigured with the NENA-based NG9-1-1 Rules Package, serving all state and local governments, including contractors. The solution aggregates data from PSAPs, validates NG9-1-1 datasets, and produces a spatial report for each PSAP. To facilitate adoption, 1Spatial and the Arkansas GIS Office hosted training sessions for counties and PSAPs.

BUILT ON

- 1Integrate
- 1Data Gateway
- NENA NG9-1-1 Rules Package

ADVANTAGES OF THE SOLUTION

1Spatial deployed the solution based on Arkansas-specific requirements, focusing on configuration over custom development. The solution was operational within three months, allowing PSAPs to work directly with the system and improve their NG9-1-1 data — delivering an immediate return on investment for Arkansas.

The configurable nature of the solution ensures timely compliance with NENA's standards and guidelines. It empowers counties and PSAPs to operate independently, automating data submittal once it meets State standards. PSAPs can drag and drop data into the validation and aggregation portal and receive spatial pinpoint-accuracy reports, enabling a more efficient data clean-up process.

BENEFITS

✓ Precisely demarcates gaps, overlaps, and incomplete data.

✓ Converts local data to Arkansas's Data Standard for NG9-1-1.

✓ Precisely pinpoints problems and errors within and between jurisdictions.

✓ Consistently measures progress over time as improvements are executed.

✓ Provides a common platform for efficient data rollups, from PSAPs to the State.

✓ Enables continuous, secure, consistent updates — significant economies of scale.

WATCH • 2 MIN

See the Solution Overview

A short walkthrough of the Public Safety NG9-1-1 Enterprise Solution in action.

1spatial.com/us/solutions/next-generation-911/solution-overview-video



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KEY BENEFITS

- 1 A user-friendly validation portal for locals.** The portal produces a geospatial report identifying issues and their exact location. The local entity can download the report and bring it into their system of choice for data cleanup — making the process far easier and more efficient.
- 2 A statewide progress dashboard.** The State can monitor how locals progress over time — whether their data is improving or declining — and support those who are struggling. It can also see if particular validation rules cause the majority of user issues, enabling targeted guidance and education on those requirements.

LOOKING AHEAD

NENA continually updates geospatial data standards for NG9-1-1, and 1Spatial is actively involved with NENA to remain current. Arkansas adopts these standards as a statewide baseline, providing data to the State's NGCS. 1Spatial's implementation may expand to support a data validation and integration workflow for Arkansas's statewide parcel layer, with ongoing discussions underway with the Arkansas GIS Office.

Interested in Learning More?

Book a demo to see the Public Safety NG9-1-1 Enterprise Solution in action.

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