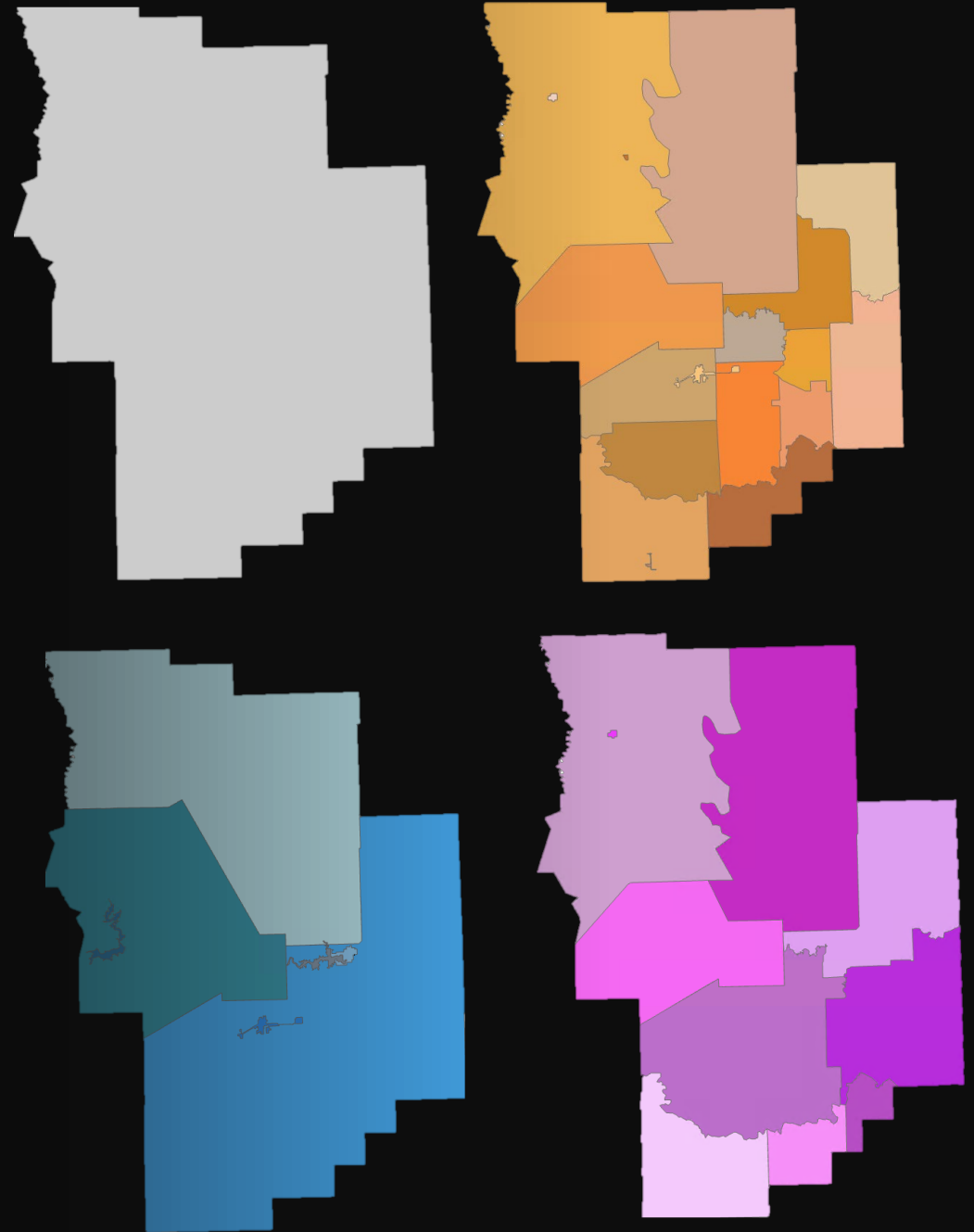


# New Mexico 911

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## PSAP & Emergency Service Boundaries

June 2022



# New Mexico 911

- The New Mexico 911 Program (NM911) is managed by the New Mexico Department of Finance and Administration (DFA)
- NM911 was created by the Enhanced 911 Act to ensure Enhanced 911 (E-911) systems were used statewide
- NM911 is now working to transition from E-911 to NextGen 911 (NG911) systems



New Mexico Department of  
Finance & Administration

## E-911 Bureau

*Bureau Chief*

*GIS Coordinator*

*Program Manager*

*Program Manager*

*Financial Coordinator*

Stephen Weinkauff

Tyler Fossett

John Myrick

Nicholas Losito

Sonya Bachicha

# Types of 911 Systems

- Most states use a modified version of their original landline-based 911 system called an Enhanced 911 (E-911) system
- E-911 systems are becoming increasingly unfavorable due to their inability to integrate new technology
- Many states are currently replacing E-911 systems with NextGen 911 (NG911) systems

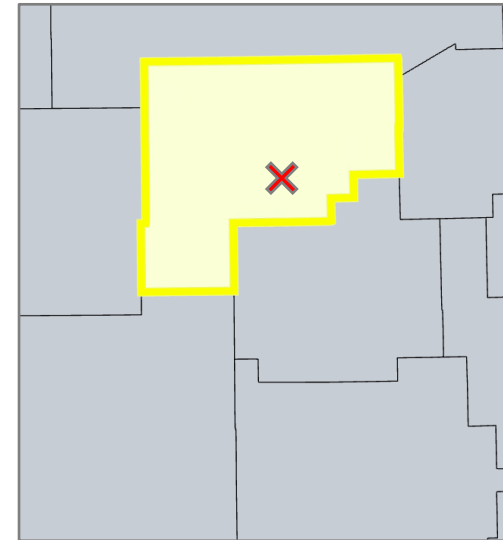
E-911	NG911
Originally built to handle landlines and later modified to handle cell phones	Designed to handle cell phones, media, and other anticipated technologies
Uses tabular databases, called ALI-MSAGs, to route phone calls	Uses GIS to route phone calls
Uses copper telecommunication networks to transmit information	Uses internet networks to transmit information

# GIS-based Call Routing

NextGen systems use a point-in-polygon approach to routing phone calls, meaning they route 911 phone calls to the only PSAP whose boundary polygon intersects with a caller's location

Telephone #	Customer	House #	Dir	Street	Community	State	ESN
555-555-5555	John Smith	800 E		MAIN ST	RED RIVER	NM	114

**E-911 systems use ESNs associated with PSAPs to route phone calls**

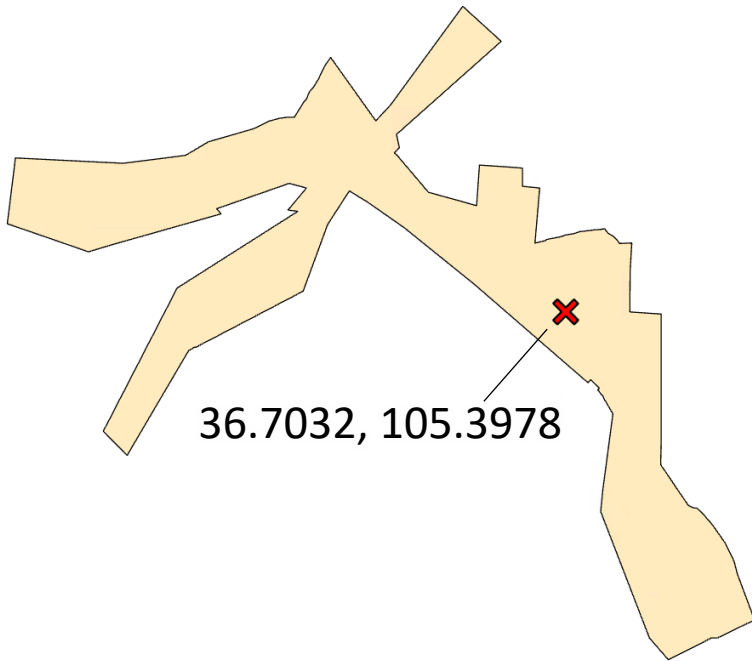


**NG911 systems use a point-in-polygon  
GIS approach to route phone calls**

# NG911 Location Data

Call locations are plotted in GIS using latitude and longitude coordinates transmitted with phone calls

## Cell Phones



Cell phones *do not use* address point or road centerline data to transmit lat long coordinates

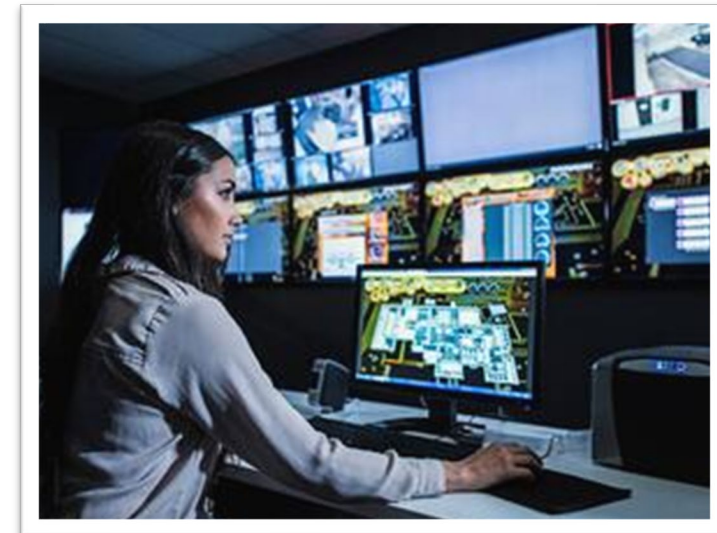
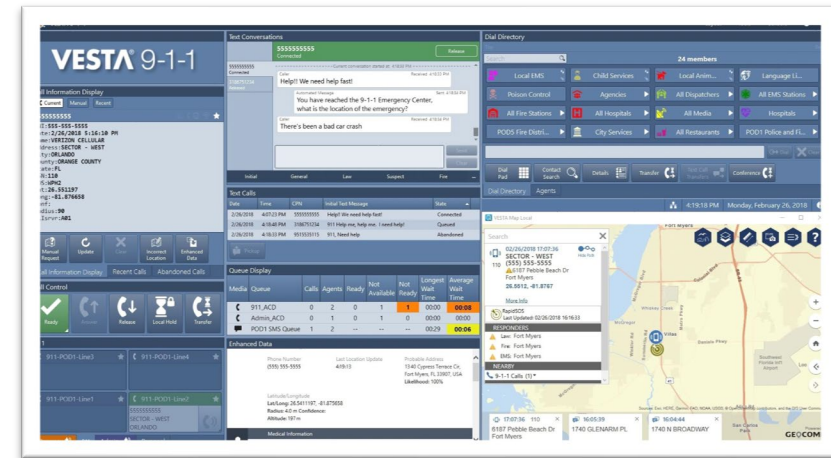
## Landlines



Landlines *must use* address point or road centerline data to transmit lat long coordinates

# Call Handling & Dispatch Systems

- Most public safety operations use two different systems to deliver emergency response:
  - **Call Handling Equipment (CHE)** – PSAPs use call handling equipment to answer 911 phone calls and locate callers
  - **Computer-Aided Dispatch (CAD)** – PSAPs or emergency service providers use CAD systems to dispatch first responders
- The NextGen 911 GIS Data Model is designed to produce a single dataset which will be used in both the CAD and call handling systems



## Existing NM911 GIS Schema

Road Centerlines

Address Points



## NextGen 911 GIS Schema

<i>Required</i>	<i>Strongly Recommended</i>	<i>Recommended</i>
Road Centerlines	Street Name Aliases	Railroad Centerlines
Address Points	Landmark Name Parts	Hydrology
PSAP Boundaries	Complete Landmark Name Aliases	Cell Site Locations
Emergency Service Boundaries	State Boundary	Mile Marker Locations
Provisioning Boundaries	County Boundaries	
	Incorporated Municipality Boundaries	
	Unincorporated Municipality Boundaries	
	Neighborhood Community Boundaries	
	Other Emergency Service Boundaries	

# NG911 GIS Data Model

# PSAP Boundaries

- NextGen systems use PSAP boundaries to route 911 phone calls
- Each PSAP must define the area for which they want to receive 911 phone calls
- PSAPs must coordinate with neighboring agencies to ensure boundaries do not overlap or omit areas
- NextGen standards intend for PSAPs to provide emergency services to the areas for which they receive calls

NextGen 911 GIS Schema		
Required	Strongly Recommended	Recommended
Road Centerlines	Street Name Aliases	Railroad Centerlines
Address Points	Landmark Name Parts	Hydrology
PSAP Boundaries	Complete Landmark Name Aliases	Cell Site Locations
Emergency Service Boundaries	State Boundary	Mile Marker Locations
Provisioning Boundaries	County Boundaries	
	Incorporated Municipality Boundaries	
	Unincorporated Municipality Boundaries	
	Neighborhood Community Boundaries	
	Other Emergency Service Boundaries	



# PSAP Boundaries

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PSAP boundaries may be approximated by using existing E-911 data, CAD data, and civic boundaries



PSAP boundaries will be defined by developing other required emergency service boundary layers



GIS providers and 911 stakeholders must collaborate

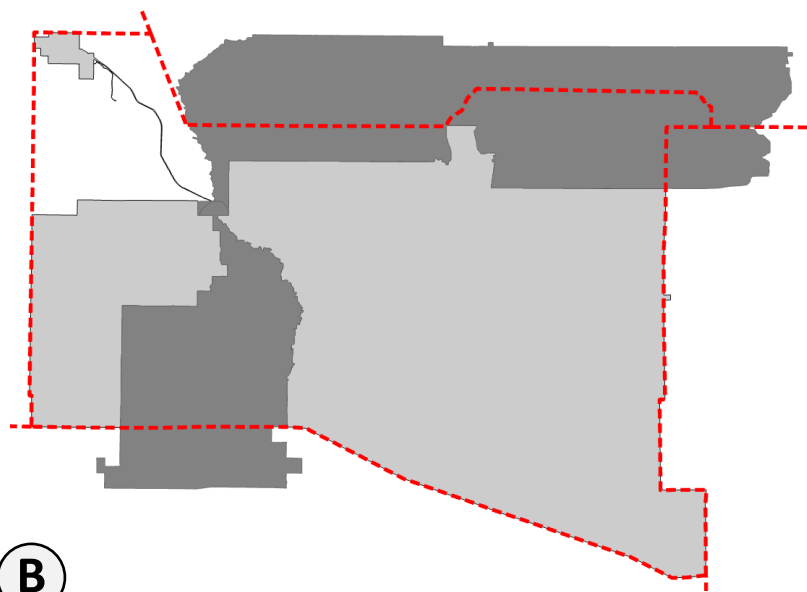


It may be difficult to create PSAP boundaries that function as intended with existing PSAP practices

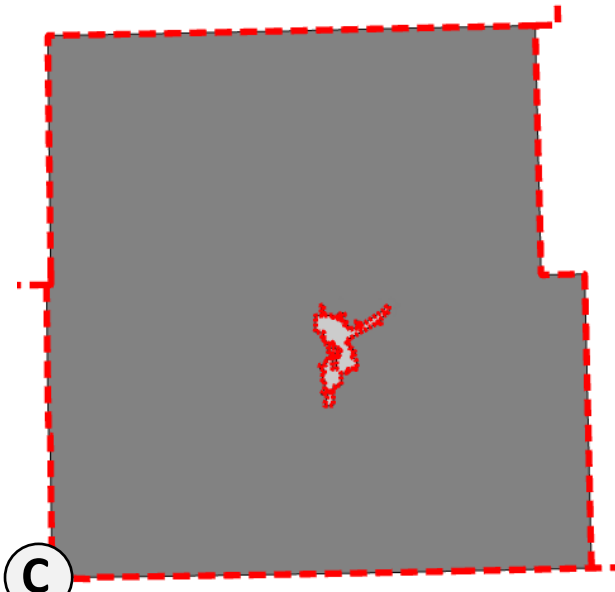
# PSAP Boundary Stakeholders

- 911 authorities rely on GIS personnel who may not otherwise be affiliated with 911 to develop PSAP boundaries
- Not all GIS providers play a role in areas with multiple GIS providers
- GIS personnel must collaborate with 911 stakeholders
- CAD administrators should participate if PSAPs already use boundary data in CAD or intend to use NG911 boundary data in CAD

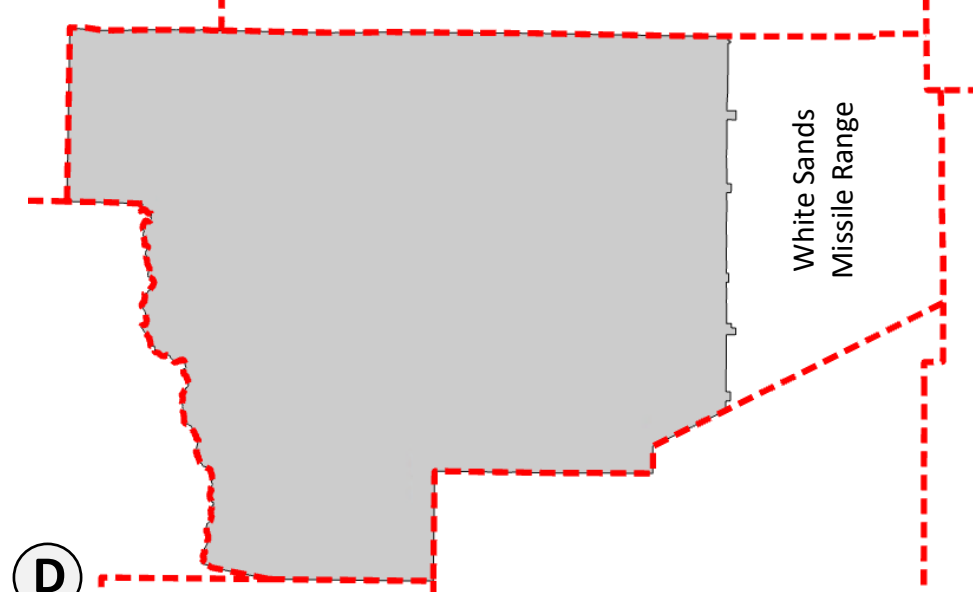




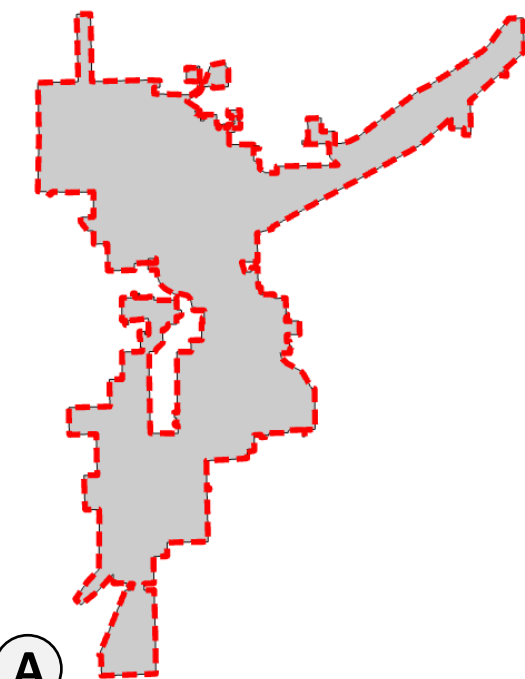
**B**



**C**



**D**



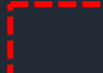
**A**

## PSAP boundaries may...

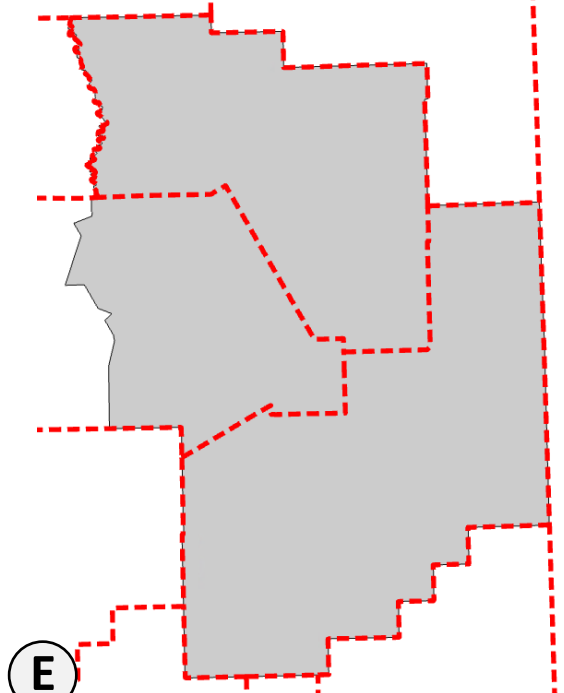
- A** Align with county, municipal, or tribal boundaries
- B** Intertwine with neighboring PSAP boundaries
- C** Encompass other PSAP boundaries
- D** Omit areas covered by other agencies
- E** Span multiple counties



PSAP Boundary



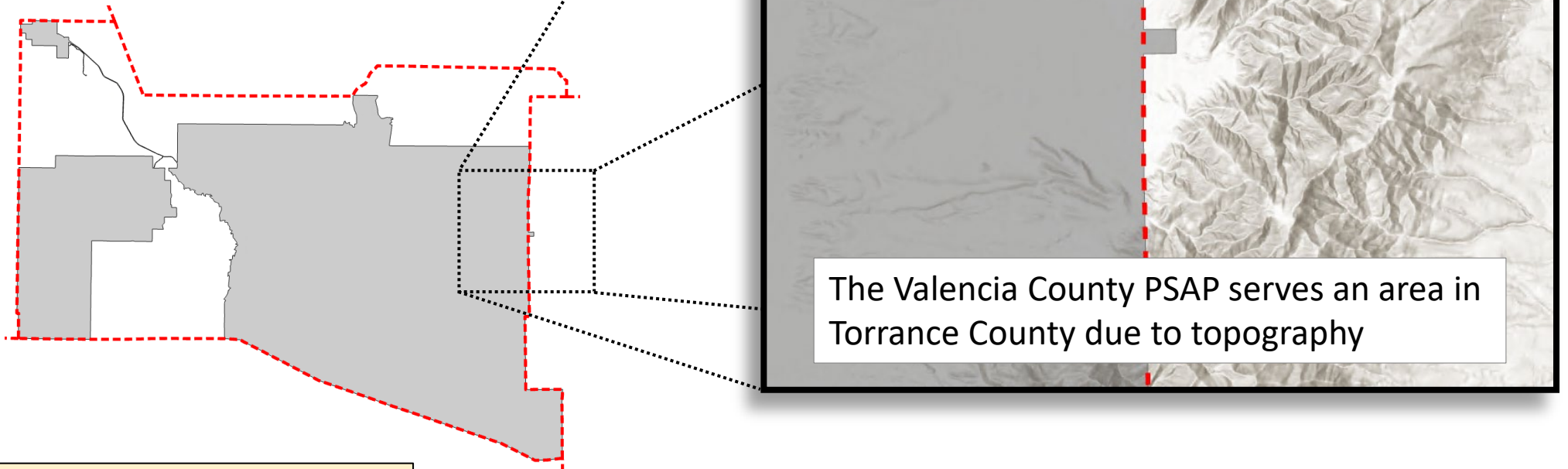
County or Municipality



**E**

# PSAP vs Civic Boundaries

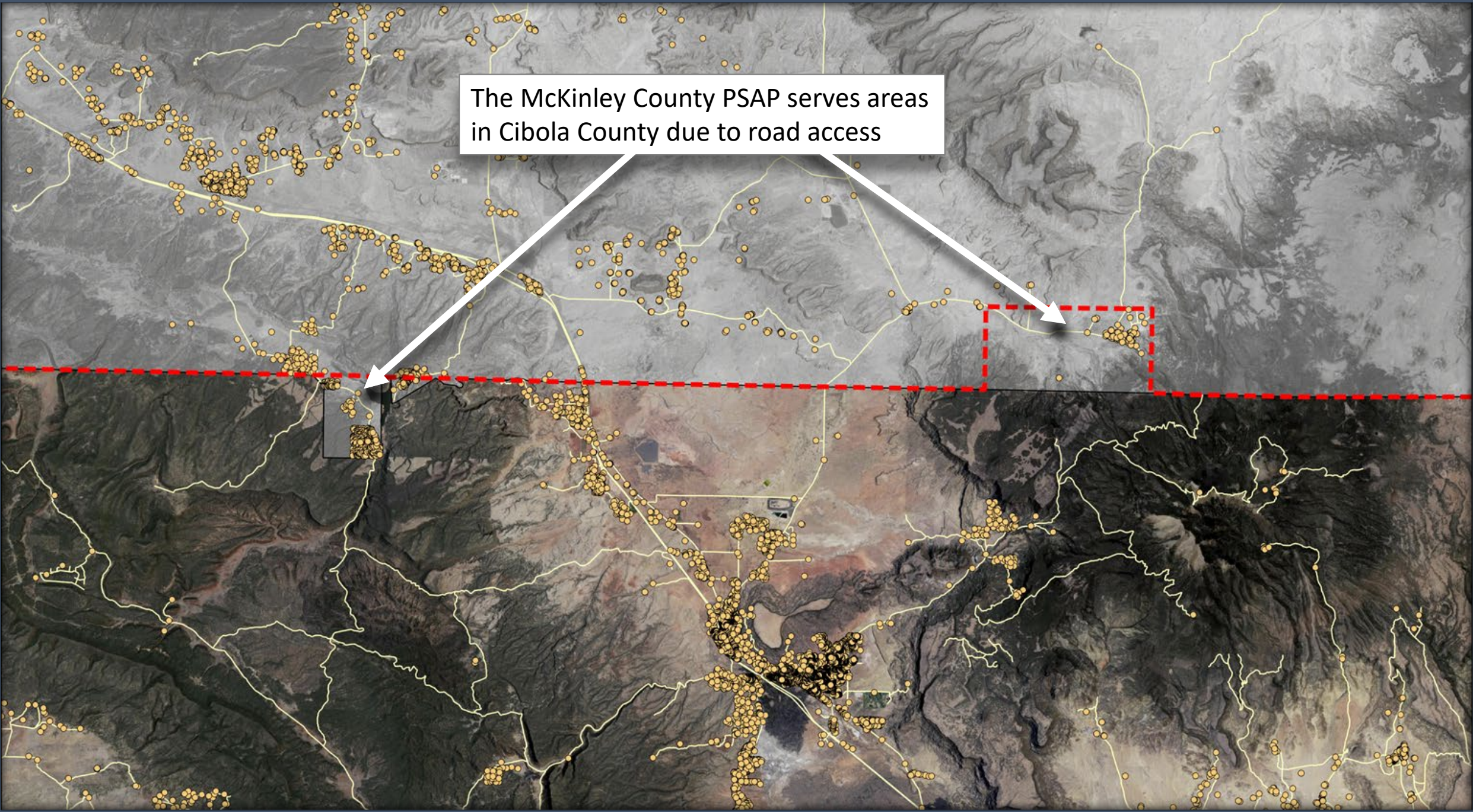
PSAP boundaries are based on emergency response times, so they do not always align with civic boundaries. PSAPs may serve areas beyond their own communities if neighboring PSAPs are limited by distance, road access, topography, available resources, or other factors.



When PSAPs *do* align with civic boundaries, GIS providers should consider the 'New Mexico Gross Receipt Tax Districts' the authoritative civic boundary dataset, which is available on UNM's 'RGIS' website in the 'Boundaries' >> 'Economic' folder.



The McKinley County PSAP serves areas  
in Cibola County due to road access





## Non-Traditional PSAPs

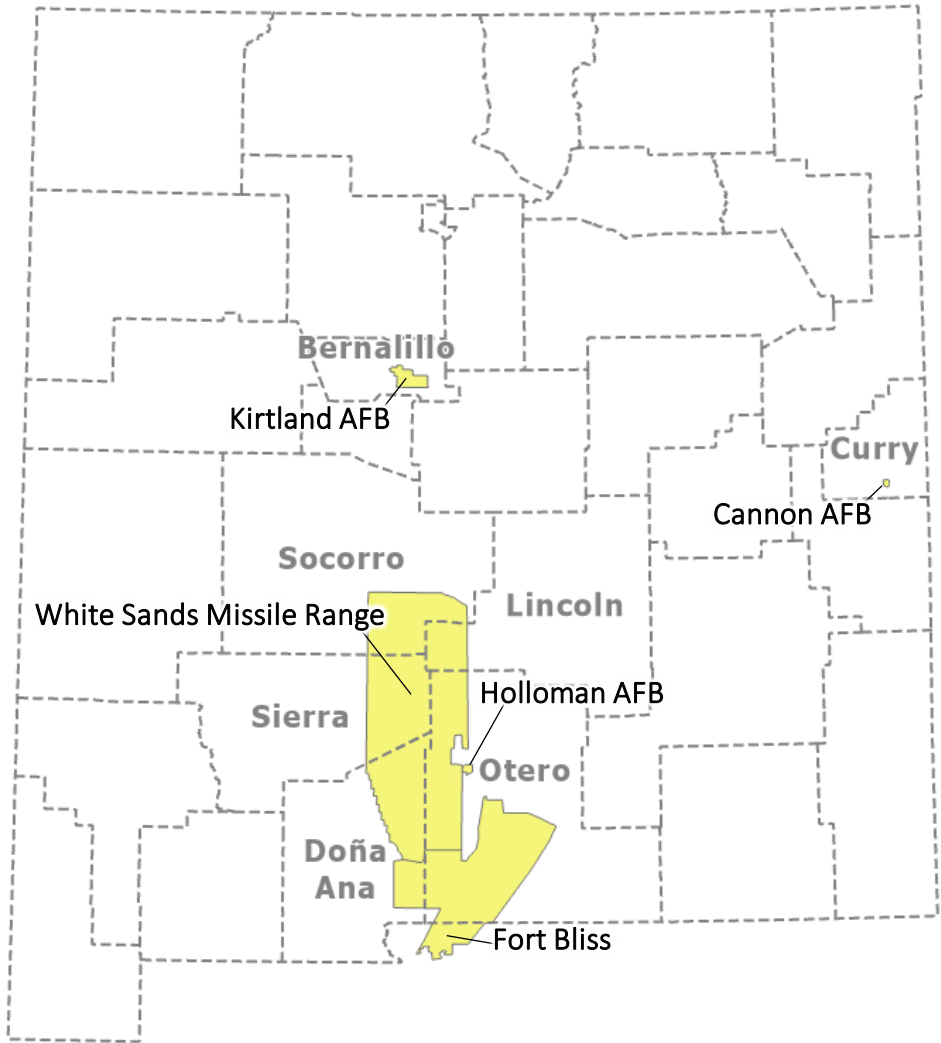
Most PSAPs operate at the county, municipal, or tribal level and dispatch law, fire, and medical services. Not all PSAPs operate in this manner though. State police, university police, and Department of Defense sites operate differently than most PSAPs and therefore require special consideration to be properly incorporated into the statewide NextGen 911 system.





# Department of Defense (DoD)

The Department of Defense (DoD) manages five areas in New Mexico which operate their own emergency services, including three air force bases, one army base, and the White Sands Missile Range. These areas maintain separate PSAP boundaries, so local 911 authorities must omit these areas from their PSAP boundaries.

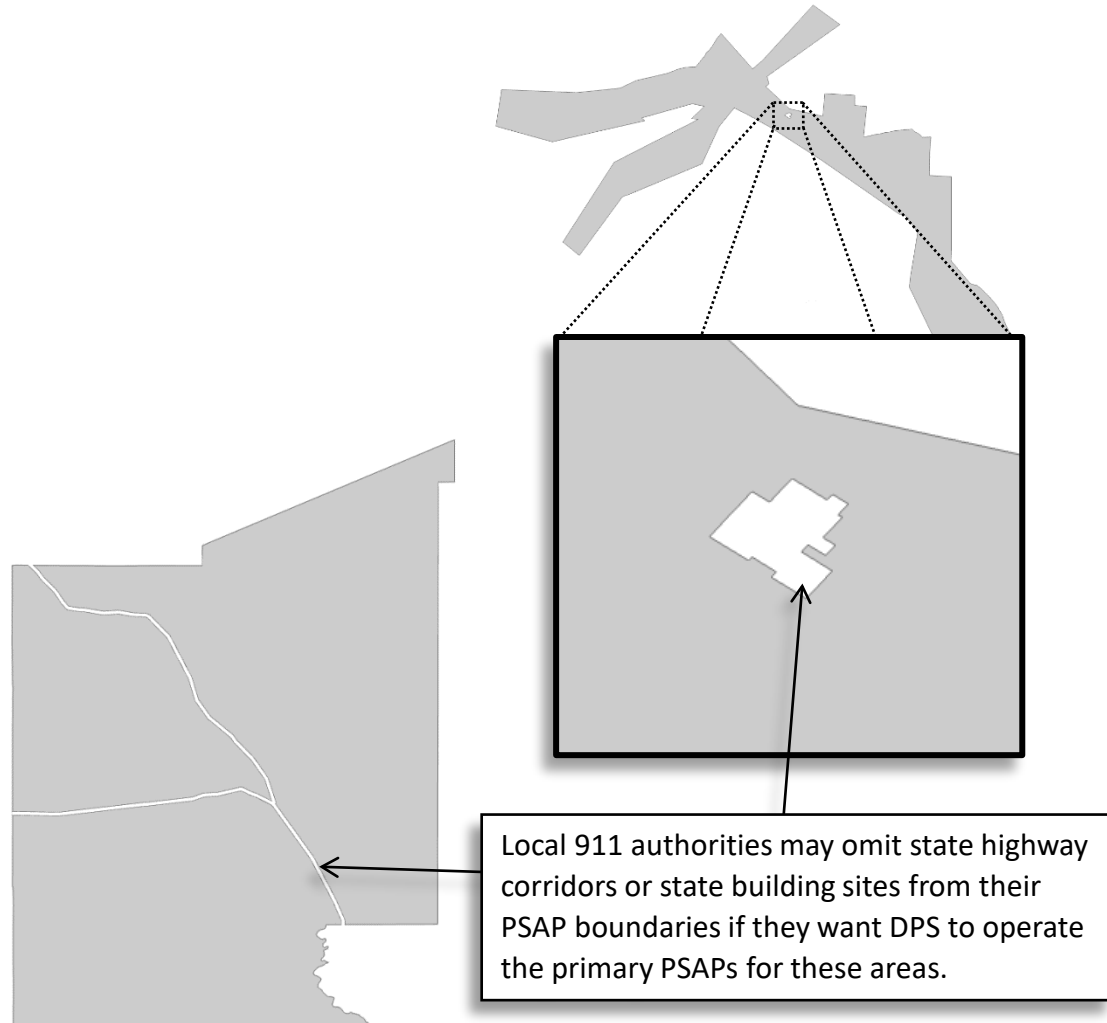




## State Police

The Department of Public Safety (DPS) dispatches state police throughout the entire state, including many areas for which DPS is the primary response agency. DPS is not the primary PSAP for most of these areas though, mostly due to the technical limitations of E-911 systems.

NextGen 911 systems will be capable of routing these calls directly to state police, although local 911 authorities may not want to adopt this approach for other reasons.

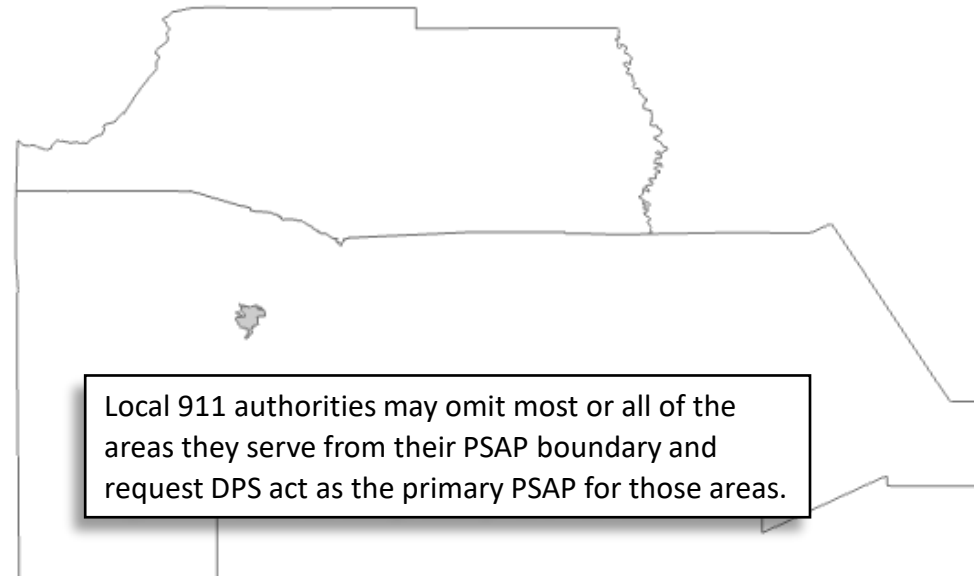
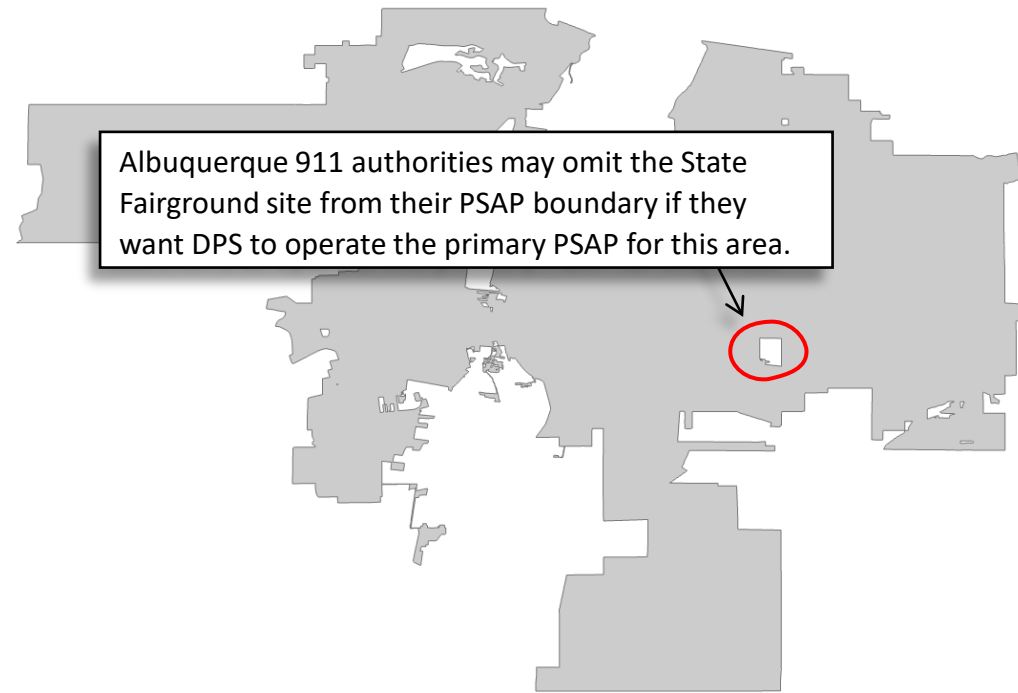






## State Police

Local 911 authorities may want 911 calls to route directly to state police in larger areas, including areas where DPS is not the primary response agency. Such an approach may be needed in areas where resources are limited at the local level.



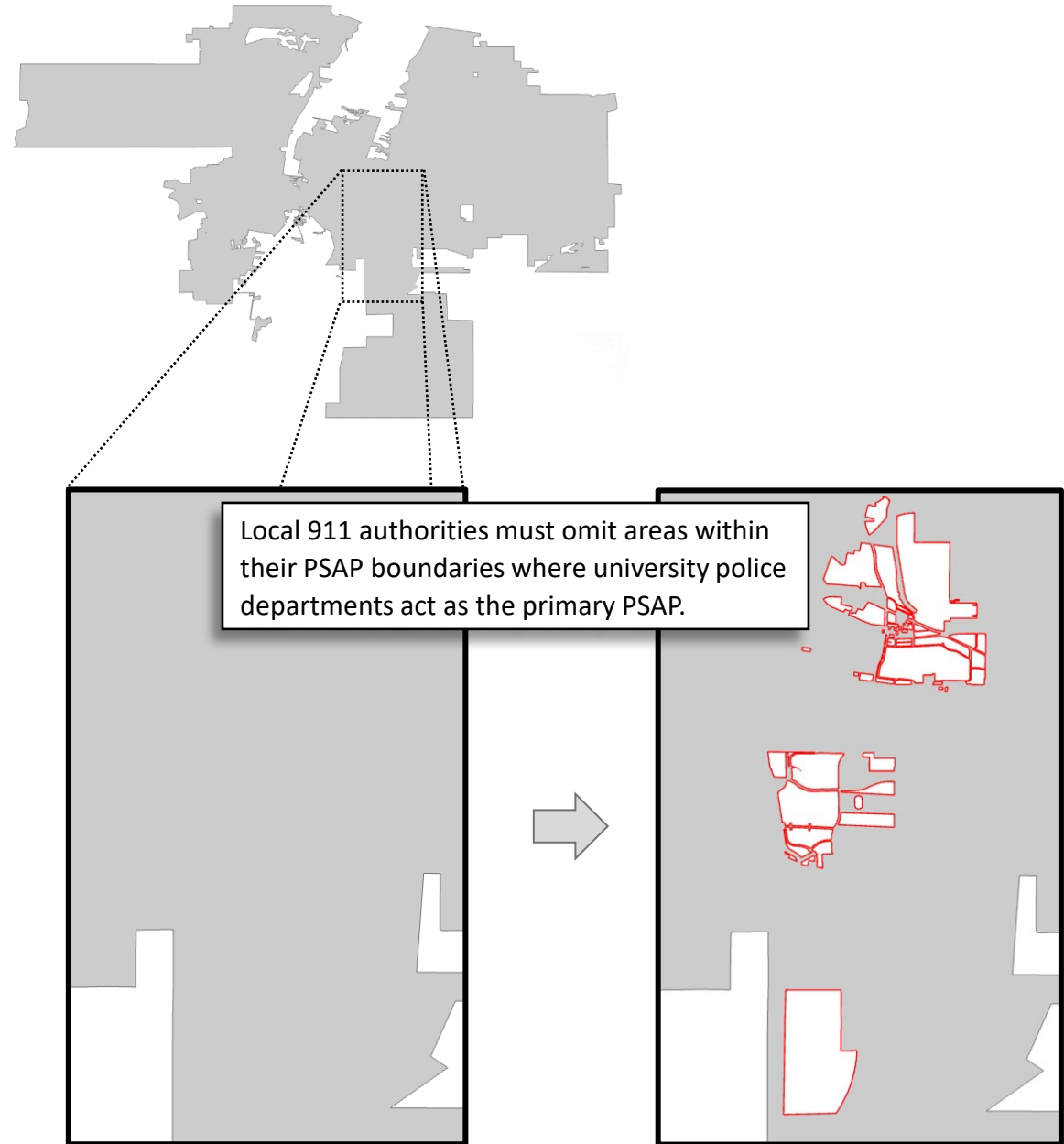


# University Police

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Several university police departments currently act as the primary PSAP for landline-based 911 calls but *not* cellphone calls, despite being the primary response agency for both types of calls, because E-911 systems cannot reliably route cellphone calls differently for smaller geographic areas.

NextGen 911 systems will be capable of routing both landline *and* cellphone-based 911 calls to university police, so it is recommended all calls be routed to university police if they already receive landline-based 911 calls.



# PSAP Boundary

## Legend

Descriptive Name – A descriptive name for each field that is *not* used in the data itself

Field Name – A brief name for each field that *is* used in the GIS data itself

**Data Type** – The required GIS data type for each field

**Field Width** – The maximum number of characters allowed in each field

**Data Format** – Describes the structure used to convey the information

Description – Explains what the information being recorded represents

Example – Real-world examples to help illustrate how data should appear in each field

Orange text – Attribute is unique to New Mexico's 911 GIS Data Model

Green-shaded cells – Attribute must be populated at the local level

Yellow-shaded cells – Attribute may be populated at either the state or local level

Non-shaded cells – Attribute will be populated at the state level

PSAP Boundary – Schema							
Descriptive Name	Field Name	Required	Data Type	Field Width	Data Format	Description	Example
Discrepancy Agency ID	DiscrpAgID	Yes	Text	100	Domain name	Agency that receives discrepancy report and takes responsibility for error resolution	gis.st-nmdfa.nm.us
Notes: The DFA NM911 program will oversee New Mexico 911 GIS data and likely be the discrepancy agency for all 911 GIS records.							
Date Updated	DateUpdate	Yes	Date	-	Date and time (to precision of at least one second)	Date record was last modified by anyone	1/1/2022 12:00:00 AM
Date Updated by Local GIS Provider	DateLocal	No	Date	-		Date record was last modified at the local level by the GIS provider	
Effective Date	Effective	No	Date	-		Date record is scheduled to take effect	
Expiration Date	Expire	No	Date	-		Date record will no longer be valid	
Notes: The NM911 GIS schema features an additional field to differentiate between local edit dates and edits that occur at the state level.							
NENA Globally Unique ID	NGUID	Yes	Text	254	Globally Unique ID	ID created by appending additional information to the local ID	PSAP1@gis.st-nmdfa.nm.us
Notes: Globally unique IDs are created by adding GIS layer and agency information to local IDs. DFA will oversee the PSAP boundary layer and therefore create local IDs for this layer and be the agency listed on all PSAP boundary records.							
Country	Country	Yes	Text	2	Name of country	Two-letter upper case abbreviation	US
State	State	Yes	Text	2	Name of state	Two-letter upper case abbreviation	NM
Notes: The 'Country' and 'State' values will be 'US' and 'NM' for all PSAP boundary records.							

# PSAP Boundary

## Legend

Descriptive Name – A descriptive name for each field that is *not* used in the data itself

Field Name – A brief name for each field that *is* used in the GIS data itself

**Data Type** – The required GIS data type for each field

**Field Width** – The maximum number of characters allowed in each field

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Non-shaded cells – Attribute will be populated at the state level

Descriptive Name	Field Name	Required	Data Type	Field Width	Data Format	Description	Example
Agency ID	Agency_ID	Yes	Text	100	Domain name	The agency the boundary defines	psap.911-vrecc.nm.us
Notes: Suggested PSAP 'Agency IDs' are listed on page 17 of this document.							
Service URI	ServiceURI	Yes	Text	254	SIP or phone number	The route for call routing	<Null>
Notes: 'Service URI' values will be <Null> until the state procures an ESInet and NGCS provider.							
Service URN	ServiceURN	Yes	Text	50	Restricted to values in registry	The service for which a route is desired	urn:emergency:service:sos.psap
Notes: Allowable 'Service URN' values are listed in NENA's "urn:nena:service:responder" online registry and will be the same for all PSAP records. A link to this registry is available on page 30 of this document.							
Service Number	ServiceNum	No	Text	15	Phone number	Phone number dialed to reach the service	1-555-555-5555
Notes: The 'Service Number' will be the 24/7 non-emergency number for PSAP boundaries.							
Agency vCard	AVcard_URI	Yes	Text	254	URL address	Internet address for JSON which contains contact info for the agency	<Null>
Notes: 'Agency vCard' values will be <Null> for now and may be deleted in the future.							
Display Name	DsplayName	Yes	Text	60	Suitable for display	Name of service provider	Valencia Regional Emergency Communications Center (VRECC)
Notes: The NM911 program may use PSAP names from an FCC PSAP registry (link on page 30) if the GIS provider does not populate this field. Suggested 'Display Names' are listed on page 17 of this document.							
Data Authority Agency ID	DataAuthID	Yes	Text	50	Domain name	GIS provider who should be contacted to resolve errors	gis.911-vrecc.nm.us
Notes: The NM911 program will use 'Data Authority Agency IDs' to identify which GIS providers they need to contact to resolve errors. Suggested 'Data Authority Agency IDs' are listed on page 25 of this document.							

# PSAP Boundary

### Legend

Descriptive Name – A descriptive name for each field that is *not* used in the data itself

Field Name – A brief name for each field that *is* used in the GIS data itself

Data Type – The required GIS data type for each field

Field Width – The maximum number of characters allowed in each field

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Green-shaded cells – Attribute must be populated at the local level

Yellow-shaded cells – Attribute may be populated at either the state or local level

Non-shaded cells – Attribute will be populated at the state level

Descriptive Name	Field Name	Required	Data Type	Field Width	Data Format	Description	Example
PSAP Address	PSAP_addr	Yes	Text	100	Numbered address	Physical address of PSAP, including the address number and street name	123 Don Pasqual Road Northwest
Notes: Fully spell out words to remain consistent with the CLDXF formatting used in NextGen road and address data.							
PSAP Zip Code	PSAP_zip	Yes	Short	5	Numbered zip code	Postal zip code associated with PSAP's physical address	87031
Notes: The postal zip code should be a 5-digit number.							
PSAP Location	PSAP_loc	Yes	Text	50	Location name	Municipality or tribe where PSAP is physically located	Los Lunas
Notes: Do not include descriptive words like 'City of,' 'Village of', etc.							
PSAP County	PSAP_cnty	Yes	Text	20	County Name	County where PSAP is physically located	Valencia
Notes: Do not include descriptive words like 'County.'							

# Online PSAP Map

An online map is available which contains PSAP location and GIS provider information

NM911

New Mexico PSAPs

State of New Mexico E-911 Bureau

+

—

🏠

Find PSAP

🔍

Primary PSAPs

DFA Grantee

🟡 Yes

🔴 No

Tribal Areas

Counties

Espanola-Rio Arriba 911 Center

Los Alamos County Police Department

Santa Fe Regional Emergency Communications Center

Santa Fe

Sandoval County Regional Emergency Communications Center

Bernalillo Communications Center

Albuquerque Police Department

Bernalillo

Isleta Pueblo Tribal Police Department

Valencia County Regional Emergency Communications Center

Torrance County 911

Guadalupe

Sandoval

Valencia

Torrance

Zoom to

Valencia County Regional Emergency Communications Center

PSAP Name

Valencia County Regional Emergency Communications Center

24/7 Phone Number

505-865-9130

Address

123 Don Pasqual Road Northwest  
Los Lunas, NM 87031

County

Valencia County

DFA Grantee

Yes

GIS Provider (911 Boundaries)

gis.911-vrecc.nm.us

GIS Provider (Roads & Addresses)

gis.co-valencia.nm.us  
gis.ci-belen.nm.us  
gis.vi-loslunas.nm.us  
gis.vi-bosquefarms.nm.us

Notes

A single GIS provider should maintain NG911 boundaries for each PSAP

Multiple GIS providers may maintain road and address data for each PSAP



# Emergency Service Boundaries

- PSAPs use emergency service boundaries (ESBs) to identify appropriate responders, selectively transfer calls, and transmit incident data
- Each PSAP must define separate boundaries for fire, law, and medical services
- PSAPs must coordinate with neighboring agencies to ensure boundaries do not overlap or omit areas
- NextGen standards intend for PSAPs to provide emergency services to the areas for which they receive calls

NextGen 911 GIS Schema		
Required	Strongly Recommended	Recommended
Road Centerlines	Street Name Aliases	Railroad Centerlines
Address Points	Landmark Name Parts	Hydrology
PSAP Boundaries	Complete Landmark Name Aliases	Cell Site Locations
Emergency Service Boundaries	State Boundary	Mile Marker Locations
Provisioning Boundaries	County Boundaries	
	Incorporated Municipality Boundaries	
	Unincorporated Municipality Boundaries	
	Neighborhood Community Boundaries	
	Other Emergency Service Boundaries	

# Emergency Service Boundaries

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Many PSAPs already maintain emergency service boundaries for use in their CAD system



Developing emergency service boundaries will define the PSAP boundary as well



GIS providers and 911 stakeholders must collaborate and potentially adjust existing emergency service boundaries



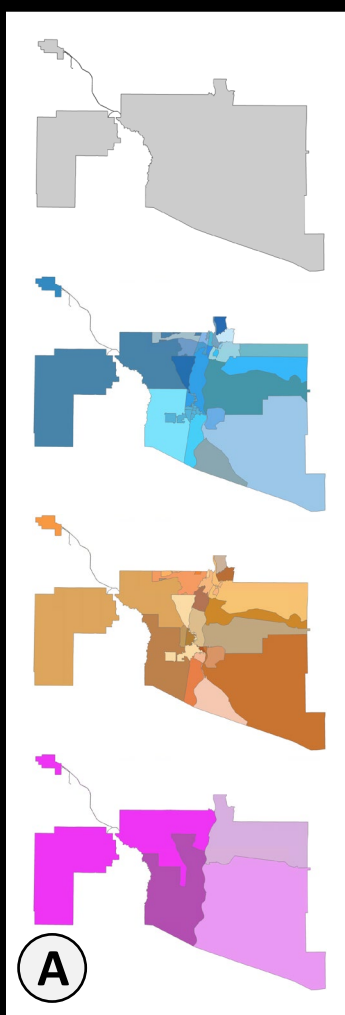
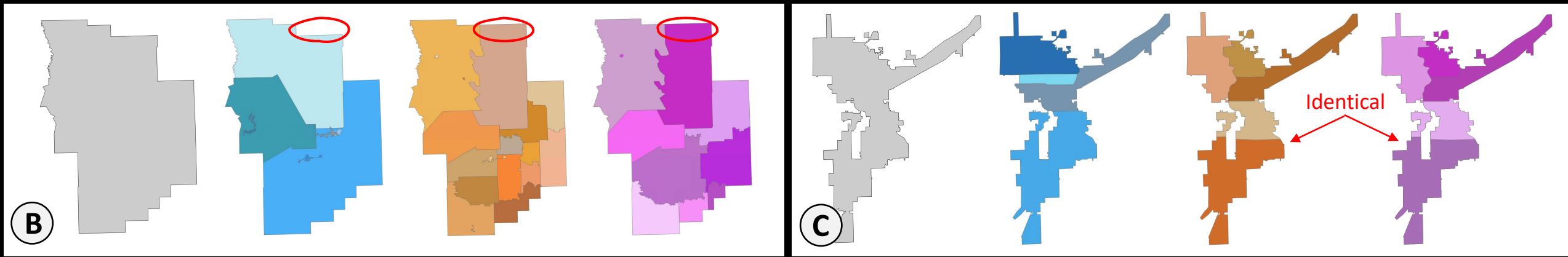
It may be difficult to create emergency service boundaries that function as intended while using existing PSAP practices



# ESB Stakeholders

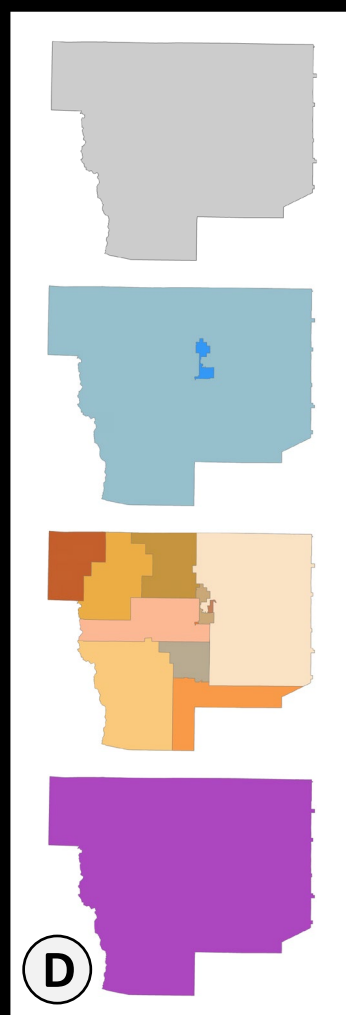
- 911 authorities rely on GIS personnel who may not otherwise be affiliated with 911 to develop emergency service boundaries (ESBs)
- Not all GIS providers play a role in areas with multiple GIS providers
- GIS personnel must collaborate with 911 stakeholders
- CAD administrators should participate if PSAPs already use boundary data in CAD or intend to use NG911 boundary data in CAD





## Emergency service boundaries (ESBs) may...

- A** Share an outer boundary
- B** Form different outer boundaries
- C** Use identical polygons for multiple service types
- D** Contain layers with only one polygon



PSAP

Law

Fire

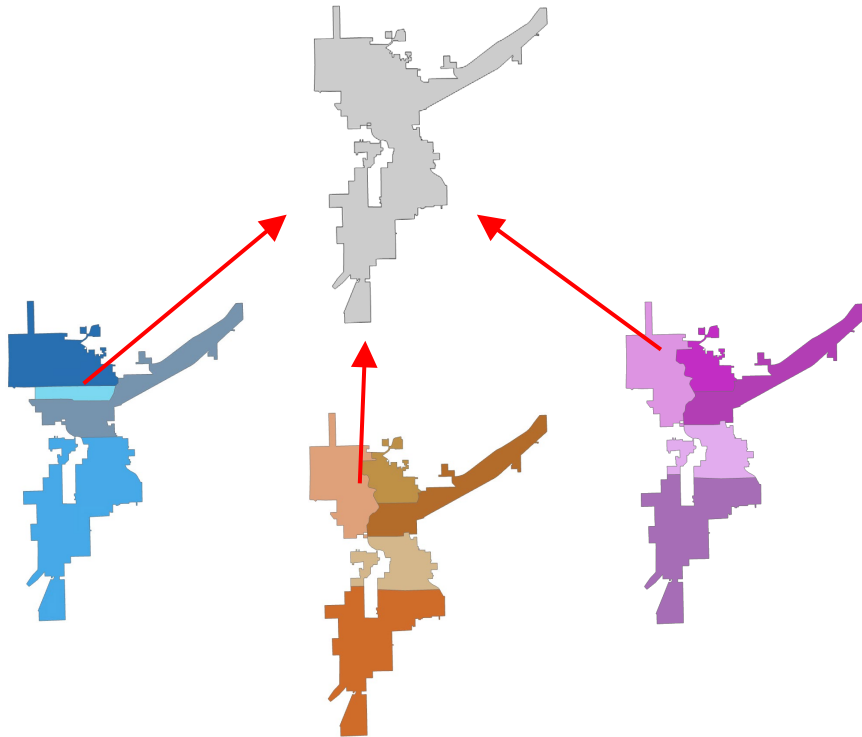
Medical

# ESBs and PSAP Boundaries

Emergency service boundaries should be used to establish PSAP boundaries

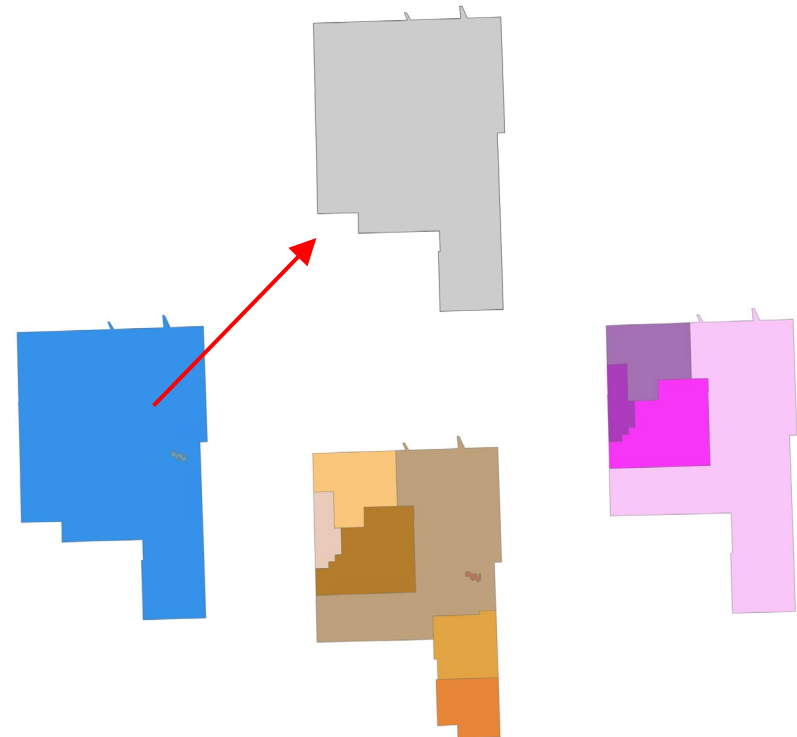
If ESB layers share the same outer boundary...

Align the PSAP boundary with the same outer boundary as the ESB layers



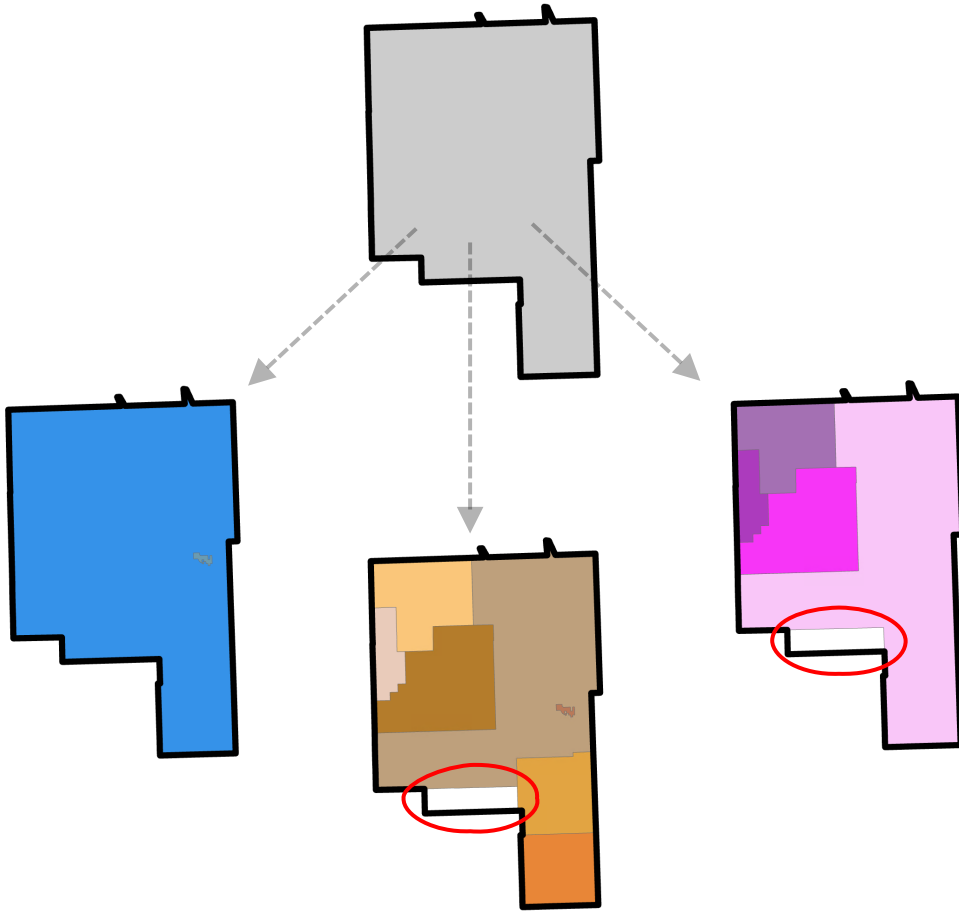
If ESB layers form different outer boundaries...

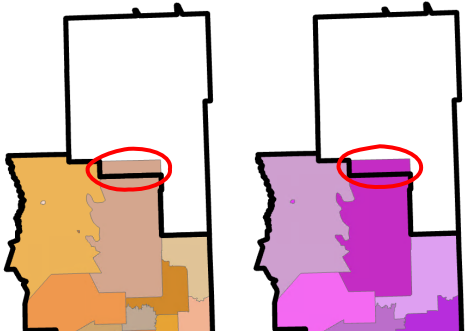
Align the PSAP boundary with the outer boundary of the **law** ESB layer

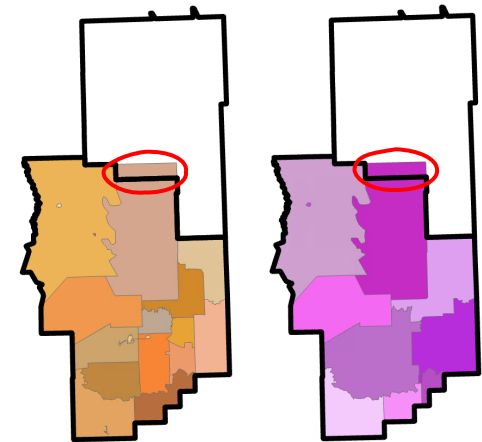


# Outer Boundaries

If ESBs form different outer boundaries, PSAPs may receive calls for areas they do not serve



- NextGen guidelines do not intend for PSAPs to receive calls for areas they do not serve
  - PSAP and emergency service boundaries do not necessarily have to align to ensure PSAPs can serve the areas for which they receive calls
  - PSAPs in many states dispatch neighboring emergency services, rather than transferring calls
  - New Mexico PSAPs may need a statewide CAD GIS dataset (and potentially other changes) to dispatch neighboring services
- 



# Call Transfers

## Call transfers...

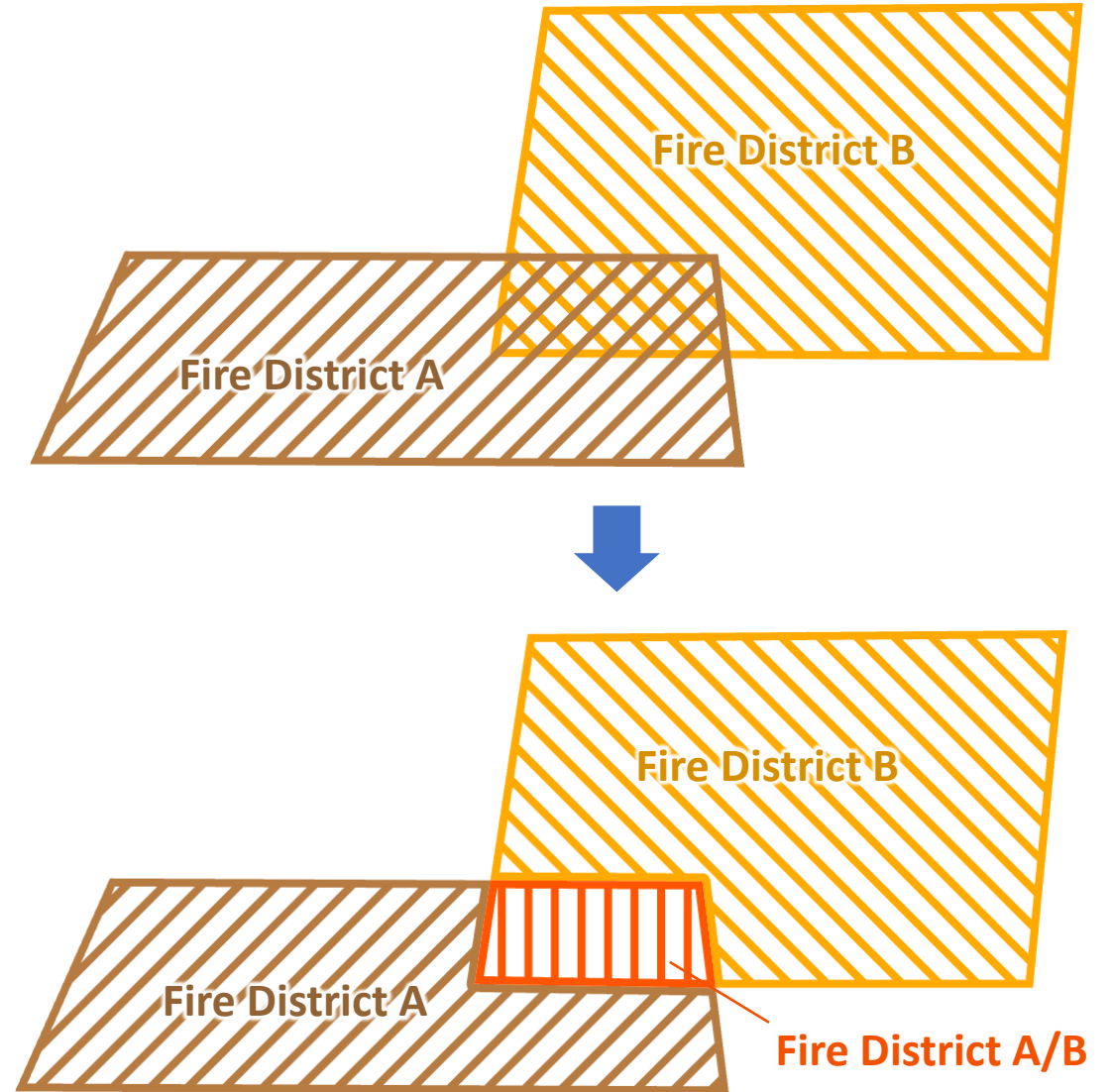
- Delay emergency response and should generally be avoided
- Occur when PSAPs are unable to provide emergency services to 911 callers and consequently transfer them to other PSAPs
- Typically result from misrouted calls

## NextGen systems...

- Reduce call transfers because they route calls more accurately, thus reducing misrouted calls and subsequent call transfers
- Do not intend for call transfers to occur intentionally, so the NG911 GIS schema is not well-suited for capturing such situations

# Mutual Aid

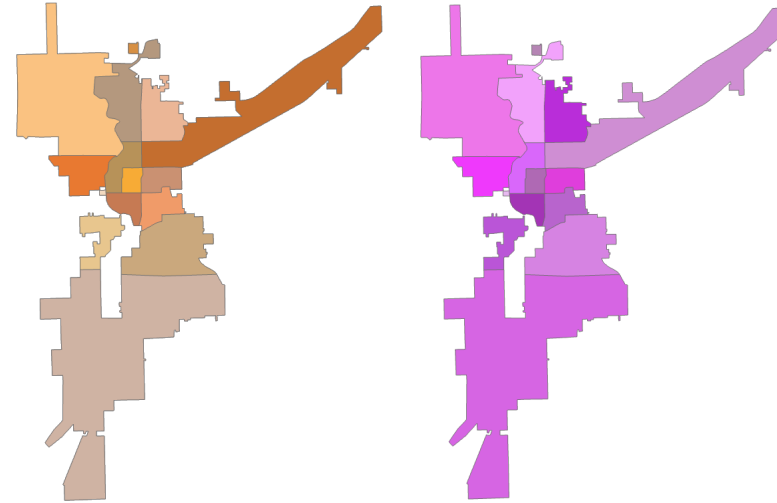
- New Mexico contains many mutual aid agreements, or situations in which multiple emergency responders serve the same area
- New polygons must be created to replace overlapping boundaries in areas with mutual aid
- NextGen guidelines discourage mutual aid, so the NG911 GIS schema is not well-suited for capturing such agreements



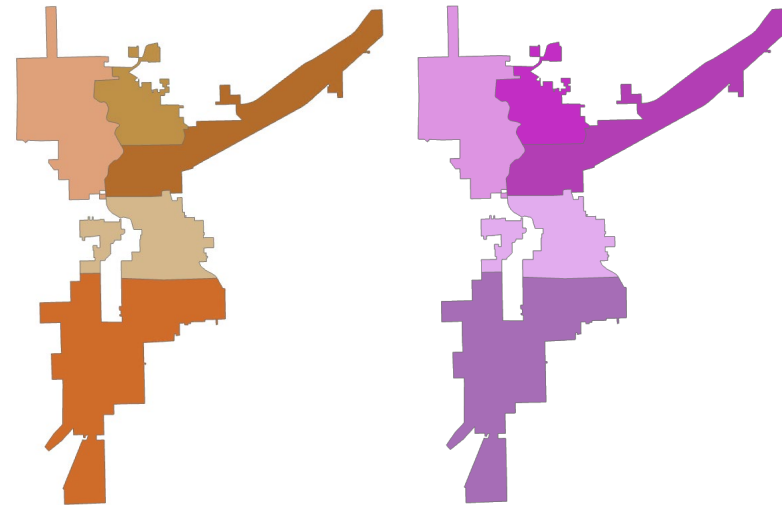
# CAD Boundaries

- Emergency service boundaries (ESBs) used in CAD systems may be more granular than those required by the NG911 GIS data model
- GIS and 911 authorities may benefit from using the CAD-based ESBs for both systems, rather than maintaining multiple ESB datasets

**CAD Emergency Service Boundaries**



**Basic Emergency Service Boundaries**



### Legend

Non-shaded cells – Attribute will be populated at the state level

Emergency Service Boundary – Schema							
Descriptive Name	Field Name	Required	Data Type	Field Width	Data Format	Description	Example
Discrepancy Agency ID	DiscrpAgID	Yes	Text	100	Domain name	Agency that receives discrepancy report and takes responsibility for error resolution	gis.st-nmdfa.nm.us
Notes: The DFA NM911 program will oversee New Mexico 911 GIS data and likely be the discrepancy agency for all 911 GIS records.							
Date Updated	DateUpdate	Yes	Date	-	Date and time (to precision of at least one second)	Date record was last modified by anyone	1/1/2022 12:00:00 AM
Date Updated by Local GIS Provider	DateLocal	No	Date	-		Date record was last modified at the local level by the GIS provider	
Effective Date	Effective	No	Date	-		Date record is scheduled to take effect	
Expiration Date	Expire	No	Date	-		Date record will no longer be valid	
Notes: The NM911 GIS schema features an additional field to differentiate between local edit dates and edits that occur at the state level.							
NENA Globally Unique ID	NGUID	Yes	Text	254	Globally Unique ID	ID created by appending NextGen information to local ID	LAW1@psap.911-vrecc.nm.us FIRE1@psap.911-vrecc.nm.us EMS1@psap.911-vrecc.nm.us
Notes: DFA will add GIS layer and agency information to local IDs to create globally unique IDs.							
Country	Country	Yes	Text	2	Name of country	Two-letter upper case abbreviation	US
State	State	Yes	Text	2	Name of state	Two-letter upper case abbreviation	NM
Notes: The 'Country' and 'State' values will be 'US' and 'NM' for all Emergency Service Boundary records.							



### Legend

Non-shaded cells – Attribute will be populated at the state level

[illegible]

# Emergency Service Boundary

### Legend

Descriptive Name – A descriptive name for each field that is *not* used in the data itself

Field Name – A brief name for each field that *is* used in the GIS data itself

Data Type – The required GIS data type for each field

Field Width – The maximum number of characters allowed in each field

**Data Format** – Describes the structure used to convey the information

Description – Explains what the information being recorded represents

Example – Real-world examples to help illustrate how data should appear in each field

Orange text – Attribute is unique to New Mexico's 911 GIS Data Model

Green-shaded cells – Attribute must be populated at the local level

Yellow-shaded cells – Attribute may be populated at either the state or local level

Non-shaded cells – Attribute will be populated at the state level

Descriptive Name	Field Name	Required	Data Type	Field Width	Data Format	Description	Example
Data Authority Agency ID	DataAuthID	Yes	Text	50	Domain name	GIS provider who should be contacted to resolve errors	gis.911-vrecc.nm.us
Notes: The NM911 program will use 'Data Authority Agency IDs' to identify which GIS providers they need to contact to resolve errors. Suggested 'Data Authority Agency IDs' are listed on page 25 of this document.							
Local Unique ID	Loc_UID	Yes	Long	-	Sequence of characters, usually numbers	Locally unique ID to be concatenated with other data to form globally unique ID	1
Notes: The NM911 program will combine 'Local Unique IDs' with additional information to create globally unique IDs.							
Emergency Service District ID	District_ID	No	Text	15	Sequence of characters, usually numbers	Identifies the emergency service district, such as a fire station district	1
Notes: 'Emergency Service District IDs' may be used with 'District Response Order' (below) if PSAPs want to include response order information in their GIS data. Response order information is typically configured in CAD systems, but not all PSAPs have NextGen CAD systems and therefore may want to include this information in their GIS data.							
District Response Order	RespOrder	No	Text	50	List of Emergency Service District IDs	List of service providers to use if primary provider is unavailable	1,5,3,2,4
Notes: 'District Response Order' lists 'Emergency Service District IDs' (above) to convey emergency response order.							
Dispatching PSAP	DispPSAP	No	Text	254	Local discretion	Identifies which PSAP dispatches services from this agency	psap.911-vrecc.nm.us, Valencia County 911 Center, VRECC, etc.
Notes: 'Dispatching PSAP' values may be needed when PSAPs receive calls for areas they do not serve and therefore want the GIS data to indicate who dispatches services for each area.							

It is common for multiple ESB polygons to use the same 'Agency ID,' because ESBs often represent different districts served by a single agency.

*\*Not applicable to ESBs (included for GIS Provider IDs)*

Examples							
police.	+	vi-	loslunas	+	.911-vrecc.nm.us	=	police.vi-loslunas.911-vrecc.nm.us
sheriff.		co-	valencia		.911-vrecc.nm.us		sheriff.co-valencia.911-vrecc.nm.us
fire.		to-	peralta		.911-vrecc.nm.us		fire.to-peralta.911-vrecc.nm.us
ems.		ve-	ambulance		.911-vrecc.nm.us		ems.ci-santafe.911- vrecc.nm.us

# Collaboration

The NM911 program will help facilitate collaboration between stakeholders, connect neighboring communities, and host meetings and work groups



# Questions?



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NMDFA E-911 Bureau Website: [nmdfa.state.nm.us/local-government/enhanced-911-program/](http://nmdfa.state.nm.us/local-government/enhanced-911-program/)

NM911 GIS Website: [nm911.org](http://nm911.org)

New Mexico PSAP Map: [arcg.is/11TyyLO](http://arcg.is/11TyyLO)