

GIS update for Emergency Communications Victoria



Industry

- GIS
- Emergency Services

Project Facts

- Update of ECV's Dispatch GIS

Challenge

- Increase map readability to enable efficient road identification
- Overcome restrictive time constraints
- Project collaboration and cost control

Return on investment

- Reduced risk of errors
- Improved user efficiency
- Improve job satisfaction

Future Benefits

- Emergency Dispatch operator efficiency improved.
- Data value and integrity increased

Emergency Communications Victoria (ECV) is a state-owned organisation established to support the ongoing delivery of effective emergency services to Victoria. ECV works with Emergency Services Organisations and manages Victoria's emergency call taking and dispatch services. ECV's commitment to providing high level public safety communications in Victoria is moving into an exciting new phase at the leading edge of emergency services communications.

Spatial Information Infrastructure (SII) is responsible for providing and managing some of the state's core spatial information and was engaged by ECV to help update their GIS. SII and ECV approached Consulcad to do the update because of our well founded industry expertise. Consulcad was awarded the contract based on proven methodologies and our hands on approach. Project initiation included site visits to ECV headquarters to speak with end users, this helped gaining the best understanding of what GIS improvements were required to increase operational efficiencies.

The project included creating a number of datasets containing road name labels for every named road across the northern, north western and eastern regions of Victoria. To create these datasets, a combination of automated annotation and manual editing ensured accurate results.

Communications held between Consulcad, the client and end users provided a valuable insight into user preferences, integral to the success of the final product. The GIS update for ECV's emergency communication system will allow dispatch operators to quickly and clearly identify roads on the map increasing the usability of the GIS system.

ECV's partnering ESOs include:

- Victoria Police
- Metropolitan Fire and Emergency Services Board
- Metropolitan Ambulance Service
- Country Fire Authority
- Victorian State Emergency Service

www.ecv.vic.gov.au