

# VESTA® MAP LOCAL CASE STUDY

## MEDINA COUNTY SHERIFF'S OFFICE OVERCOMES LOCATION ACCURACY CHALLENGES WITH STATE-OF-THE ART MAPPING SOLUTION

VESTA® Map Local helps locate 9-1-1 callers with more precision and ease than ever before. Using the latest mapping technology, Call Takers gain invaluable insight to pinpoint callers' locations.

Just west of San Antonio, Texas, sits Medina County, population of 50,000. One of eight counties that make up the Greater San Antonio area, Medina has experienced tremendous growth the past three decades – more than a 40% increase in population. A surge such as this can create challenges for Public Safety officials, responsible for safeguarding residents and property. Yet, Medina County Sheriff's Office remains committed to protecting its community, no matter its size.

As part of its efforts, the Sheriff's Office hosts a three-position PSAP to manage 200+ emergency and administrative calls received each day. The Call Takers provide answering and dispatch services for area police, fire and EMS and take after-hours calls for other county departments, such as public works and animal control.

### MEETING THE CHALLENGE

Like other municipalities its size, the Medina County communications team must contend with limited resources, while delivering exceptional service. And, in a progressively mobile world, the challenge is huge. More than 80% of the County's 9-1-1 calls originate from wireless devices, making it difficult to find many in their time of need. Still, county officials stop at nothing to get their community the help they deserve. According to Tony Aguilar, Medina County Computer Information Technology Deputy, "We do everything a big city does, just in smaller increments." That's why they seek innovative solutions at every turn.

### CUSTOMER PROFILE

Medina County Sheriff's Office, TX

### Motorola Solutions

VESTA® Map Local  
VESTA® 9-1-1  
VESTA® Analytics



# IMPLEMENTING THE SOLUTION

In 2017, Medina County implemented VESTA® Map Local and immediately realized significant benefits. For example, a major motorcycle accident occurred in a remote area of the County. A witness called 9-1-1, but being so distraught, she didn't know her location. Call Takers were able to find her on the map and dispatch responders to the scene using the VESTA Map Local application which pinpointed her cell phone.

"VESTA Map Local allows us to see outside of our county. It's easier to find people, especially when they call from a cell phone. We can pinpoint where they are much easier than before. We have been able to locate people in distress, in the middle of nowhere, which we were not able to do before."

Diamantina (Dede) Jasso,  
Medina County Communications Supervisor

## GIVING CALL TAKERS STATE-OF-THE-ART TOOLS

VESTA Map Local utilizes the latest innovative Esri® ArcGIS Runtime platform that gives Call Takers' access to ArcGIS online maps, extending their views outside Medina County lines, where no map or GIS data formerly existed. This insight is invaluable when providing backup services for neighboring Banderita County. Call Takers can now view locations within Banderita County and surrounding counties in the Greater San Antonio area using VESTA Map Local's seamless, borderless map. Plus, no matter where the calls originate, Call Takers get contextual data, including streets or common points of interest, such as lakes, to help them find callers.

According to Dede, the information presented to Call Takers allows them to "challenge" 9-1-1 callers to verify their correct address. Though their team always starts with the information provided by the caller, they know, when people are in distress, it may not always be

accurate. They may relay the wrong grocery store or even the wrong city within the County. Using the VESTA Map Local data, Call Takers help callers verify their locations as the call progresses. Yet, the additional details are not only enhancing their abilities to save lives, they're also creating efficiencies in PSAP operations for better use of time and resources.

## REALIZING THE BENEFITS

Prior to the VESTA Map Local application, Call Takers would access Google Maps on their mobile phones to aid in their efforts to locate callers. This meant leaving their seats and going to another room to obtain a better signal on their personal phones. Now, with the availability of ArcGIS online maps, there is no need to leave their desks or rely on Google Maps, thus saving precious seconds and minutes in an emergency.

At the console, Call Takers enjoy more free space with the latest VESTA® solutions including the VESTA® 9-1-1 call handling system. VESTA Map Local displays on the VESTA 9-1-1 console, making it a seamless process to respond to calls and pinpoint locations all from one screen. This has allowed Call Takers to move to one monitor in many cases. More importantly, they have sharpened focus with all the details they need in a single view.



The easy access enables Medina County to expand uses for the maps, and the new mapping technology has made it easier to read the maps. This has proven beneficial for training and allows instruction to take place right at the desktop versus on a printed map using old map books. Plus, map views within VESTA Map Local can be saved and printed when needed for further review.

VESTA Map Local also makes it easy to adjust map settings for greater ease of use. From the map, they can toggle on/off layers and use an all-in-one search field to locate addresses, street names, intersections, latitude/longitude coordinates and historical 9-1-1 calls.

*"Our Call Takers feel the new mapping system is clearer and more precise when looking for a residence or key points. It's now easier to look up addresses since the quality of the county map has been enhanced. If a caller does not know their exact address or location, our new mapping system will update the location on their screens which decreases response times and provides a more accurate location."*

Randy Brown,  
Medina County Sheriff

Call Takers appreciate the ability to type an address into VESTA Map Local to obtain latitude/longitude coordinates on the fly. This makes it easy to relay to responders such as police on the ground and in the air. Having these coordinates has also proven helpful for abandoned calls. When used in conjunction with the address and contextual data, Call Takers can triangulate and find citizens who may be in need and unable to get through to 9-1-1 based on their situation.


For Frank Navarro, Medina County Call Taker and department trainer, capabilities like these are of paramount importance. "What's important to me is making sure people get the help they need as quickly as possible and making sure our officers are safe on the street. My confidence in doing so is higher than ever before."

Medina County is also able to provide better assistance to PSAPs in neighboring counties whose personnel need specific details. Before a call is transferred to Bexar County, for instance, they are able to provide Call Takers with Phase II details – the wireless number and location information, as well as cross streets. Access to accurate GIS data like this doesn't always come easy, especially for those PSAPs with limited resources. But, as Medina County moves further down the path to NG9-1-1, they realize how significant it is to their abilities to keep their community safe.

## GETTING DATA READY FOR NG9-1-1

In the NG9-1-1 world, GIS data is necessary to instantly determine the right PSAP to route a 9-1-1 call. And, in today's mobile society, GIS data holds even more significance, making it a key component of an NG9-1-1 'geospatial' call routing solution. It's why Medina County places high importance on updating their GIS data regularly and with accuracy. The process could be daunting and time consuming, particularly for personnel responsible for other projects and departments. Yet, with VESTA Map Local, the GIS Administrator has access to Motorola Solutions' GIS Data Hub to ease the burden and better ensure Call Takers' abilities to deliver fast, precise assistance.

The GIS Data Hub provides VESTA Map Local users with reliable tools and a simple process to ensure quality GIS data for NG9-1-1 communications. All that Medina County and other PSAPs utilizing the service must do is upload their PSAP's data to the GIS Data Hub. Motorola Solutions, working with GeoComm, handles the updates and ensures its quality. Once complete, it is issued to the PSAP to load on the workstations, allowing Call Takers to continue to confidently manage calls, knowing they have the right data and tools to find anyone in need.



**"As a resident of Medina County, I am so proud of how up-to-date we are with mapping technology, how easy it is to use and how well it displays. I tell everyone about VESTA Map Local and how much it benefits the entire community."**

Frank Navarro, Medina County Call Taker



## THE VESTA® SOLUTIONS SUITE

Our VESTA Next Generation 9-1-1 solutions serve more than 60% of all U.S. Public Safety Answering Points, as well as Federal DoD operations globally. Our Emergency Notification solutions support the communications needs of hundreds of public and private sector organizations worldwide. As one of the most trusted solutions providers in Public Safety communications, we help people be their best in the moments that matter.

Experience the VESTA difference. Call **951.719.2100**.

For more information, please visit us on the web at: [www.motorolasolutions.com/vesta](http://www.motorolasolutions.com/vesta)



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](http://motorolasolutions.com)

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2018 Motorola Solutions, Inc. All rights reserved. 06-2018

Vesta Solutions, Inc. is a wholly owned subsidiary of Motorola Solutions, Inc. VESTA® is a registered trademark of Vesta Solutions, Inc.