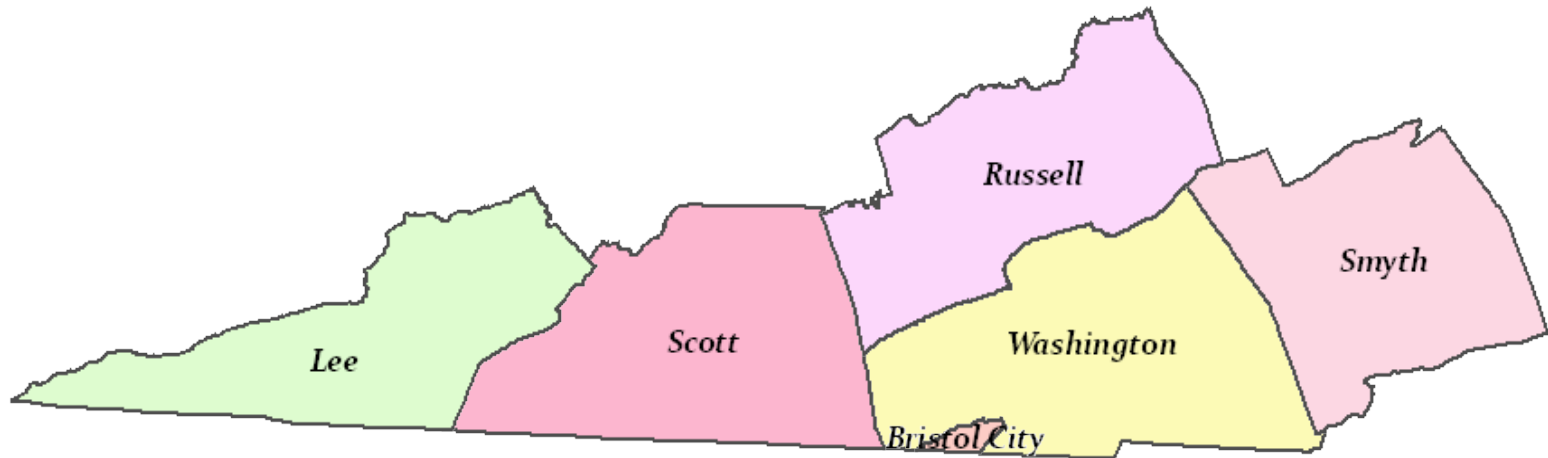


The MERG Solution

THE MERG SOLUTION



Mountain Empire Regional GIS

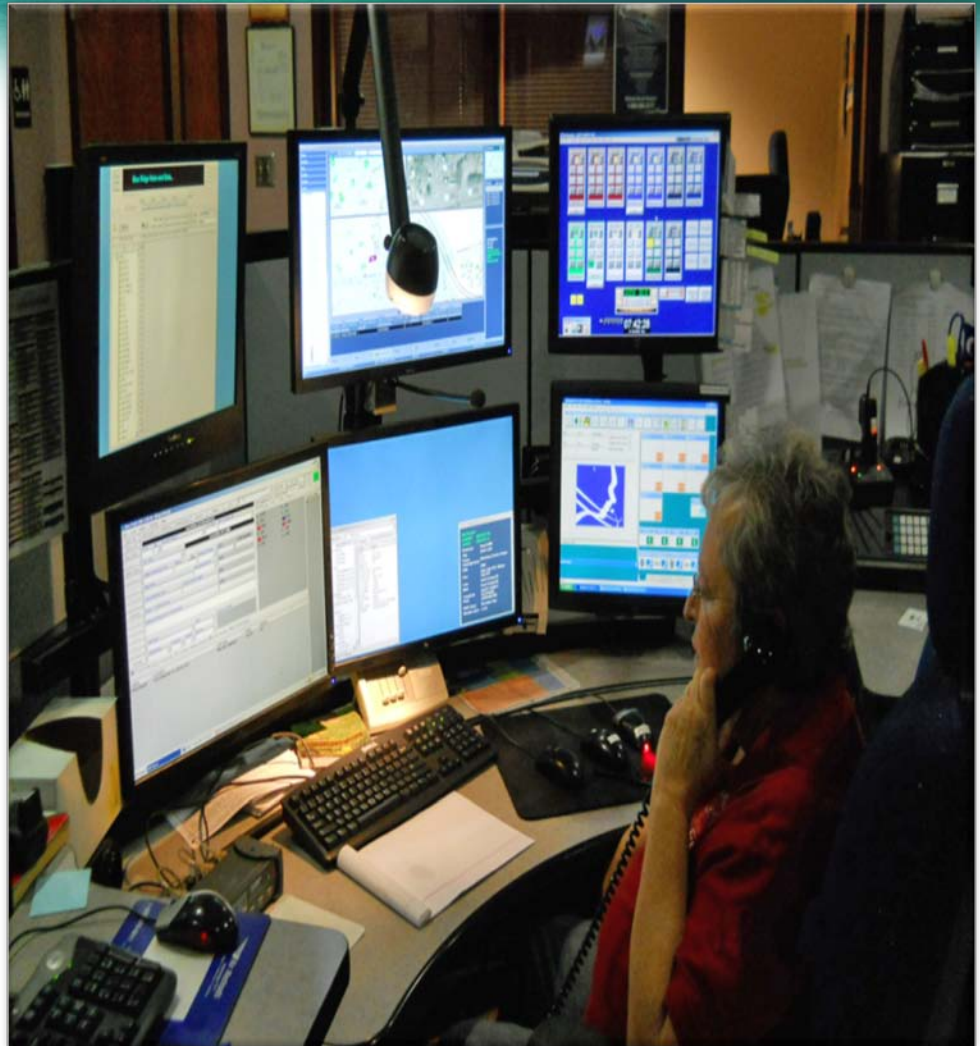
The Call

Scott County 911. Where's your emergency?

Yeah, we're here on Moccasin.
Are we on Moccasin, Perry?

We've got rescue and everybody coming to hunt you. Can you tell me where you're at?

All I know is we're down over the hill.



The Call



Ok. Are you hurt?

I am, yeah.

OK. You came out of Russell County, right?

Yes, ma'am.

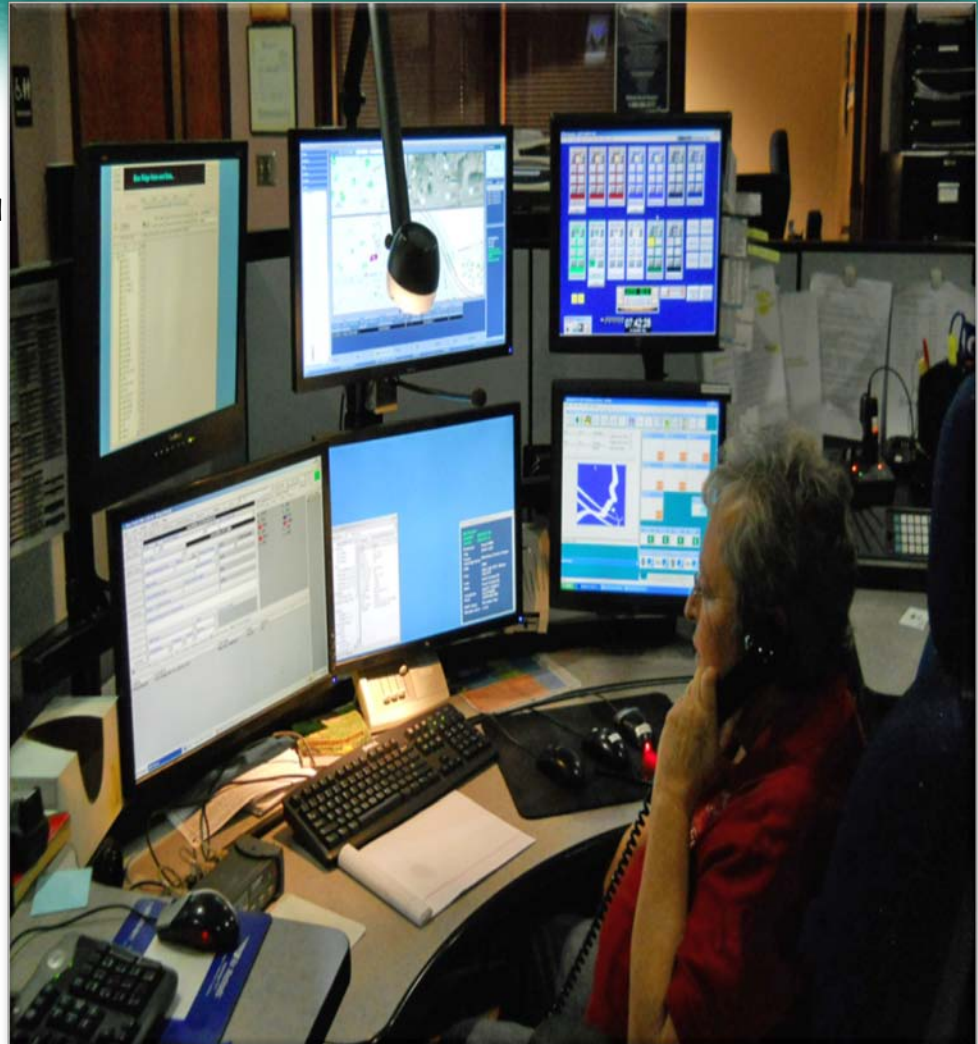
The Call

OK. Do you have any idea how far you traveled into Scott County when you had your accident?

I don't.

Do you think they'll be able to see you from the road?

I don't know.



The Call



OK. Can you see anything around you anywhere?

Trees.

Just trees. OK. No houses, nothing.

No.

OK. If you see a vehicle come by or anything flash your lights or blow your horn, whatever you can do. OK?

OK.

The Call

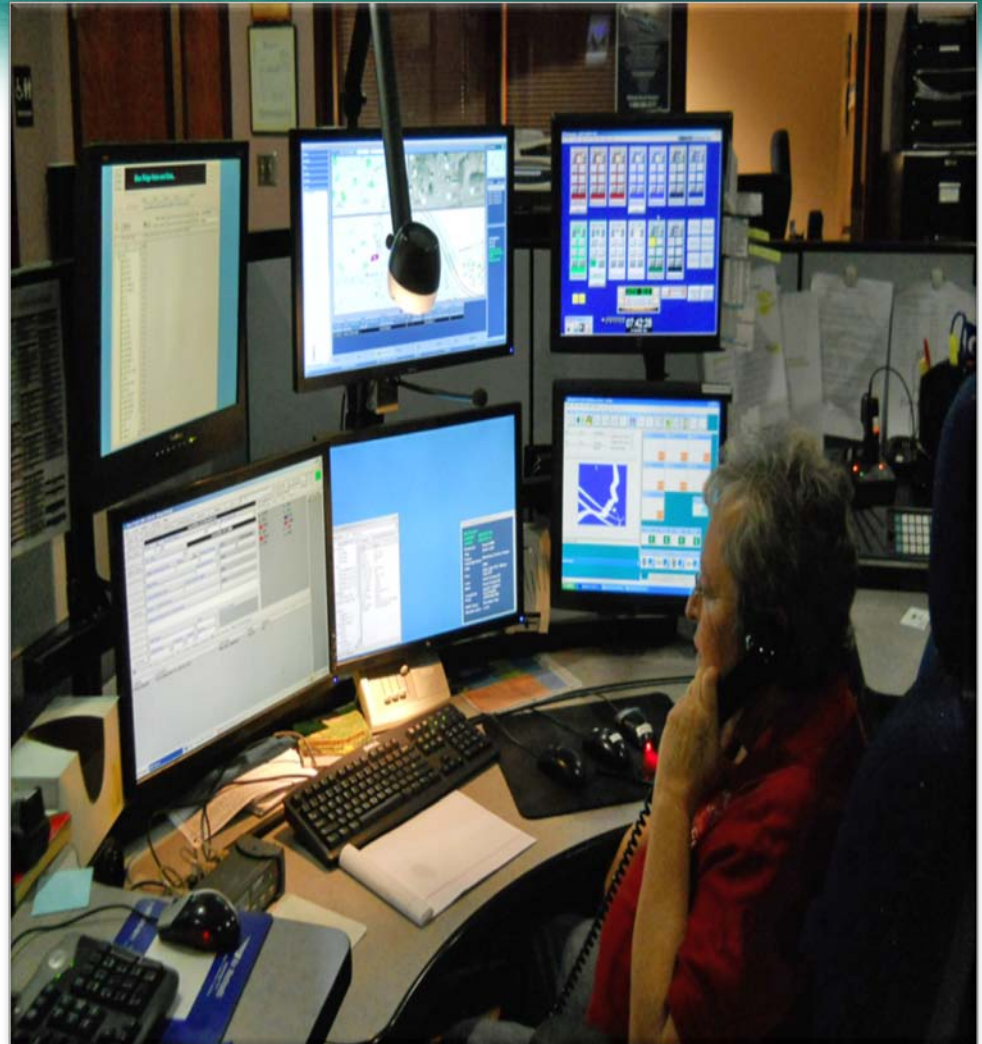
You can't tell me anything else
that would help find you?

I don't know, honey, I'm down
over the hill.

OK.

Into a tree.

We're doing the best we can to
find you. OK? Just hang in
there. OK. Bye bye.



The Call

Call went to Washington County 9-1-1

Virginia State Police – Wytheville 0608

VA State Police – contacted Russell County 9-1-1 Communications 0613

VA State Police- contacted Scott County 9-1-1 Communications 0614

Russell County

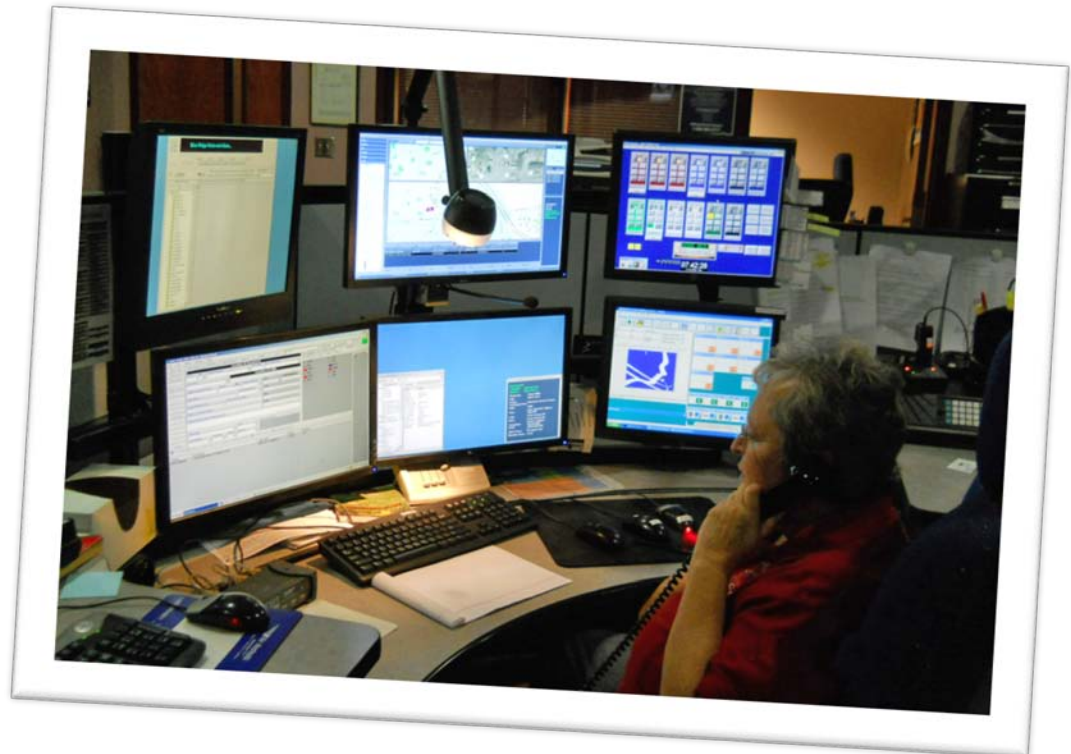
Dispatched fire & rescue

Deputy

Scott County

Dispatched fire & rescue

Deputy



The Call

**Contact is made with Verizon for location assistance
@ 07:14 Phone is hitting North Side of Tower
Clark Rd – Bristol TN
10.5 miles away in a Huge Arc**

The call maps outside of the county –Where????



The Call

PSAP receives a 9-1-1 call with Longitude and Latitude but is outside of mapping

Request Med-Flight @7:15 and provide coordinates

Scott County receives a transfer 9-1-1 call from Sullivan County TN 7:50

@ 8:14 Motor Vehicle Accident is located



The Call

Resources Involved – 14 Agencies

VA State Police- 3 Communications Officers
3 Troopers (Russell, Scott, Washington)
MedFlight

Sullivan County, TN

2 Communications Officers

Russell County

4 Communications Officers
Lebanon Lifesaving Crew
Copper Creek Fire Department
Russell County Sheriffs Department

Scott County

4 Communications Officers
Nickelsville Fire Department
Nickelsville Rescue Squad
Scott County Sheriff's Department

Washington County

Helicopter Response

Over 2 Hours

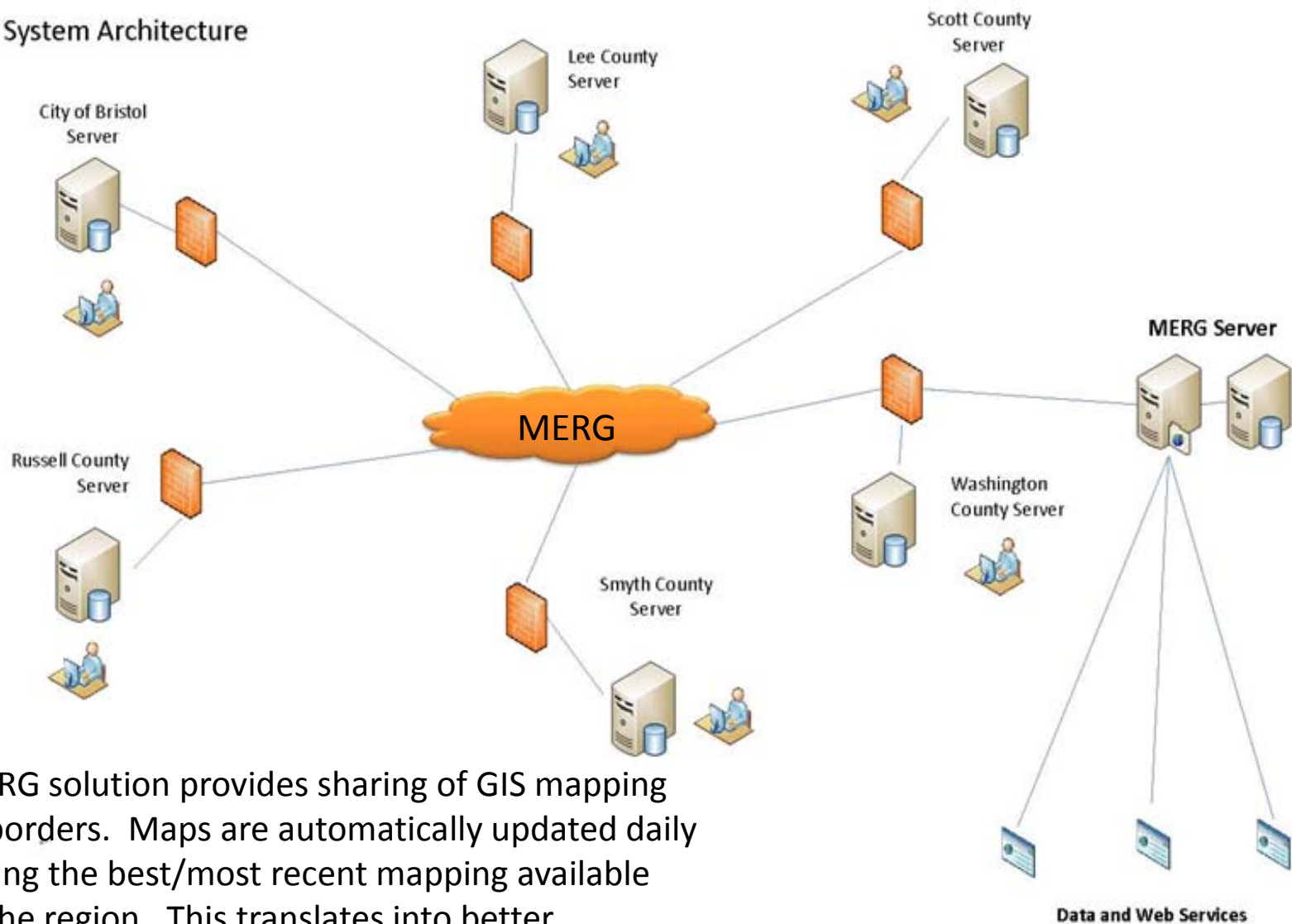
The Call

The call location is actually in Washington County. Scott County and Russell County GIS mapping ended at each county's border



MERG Network

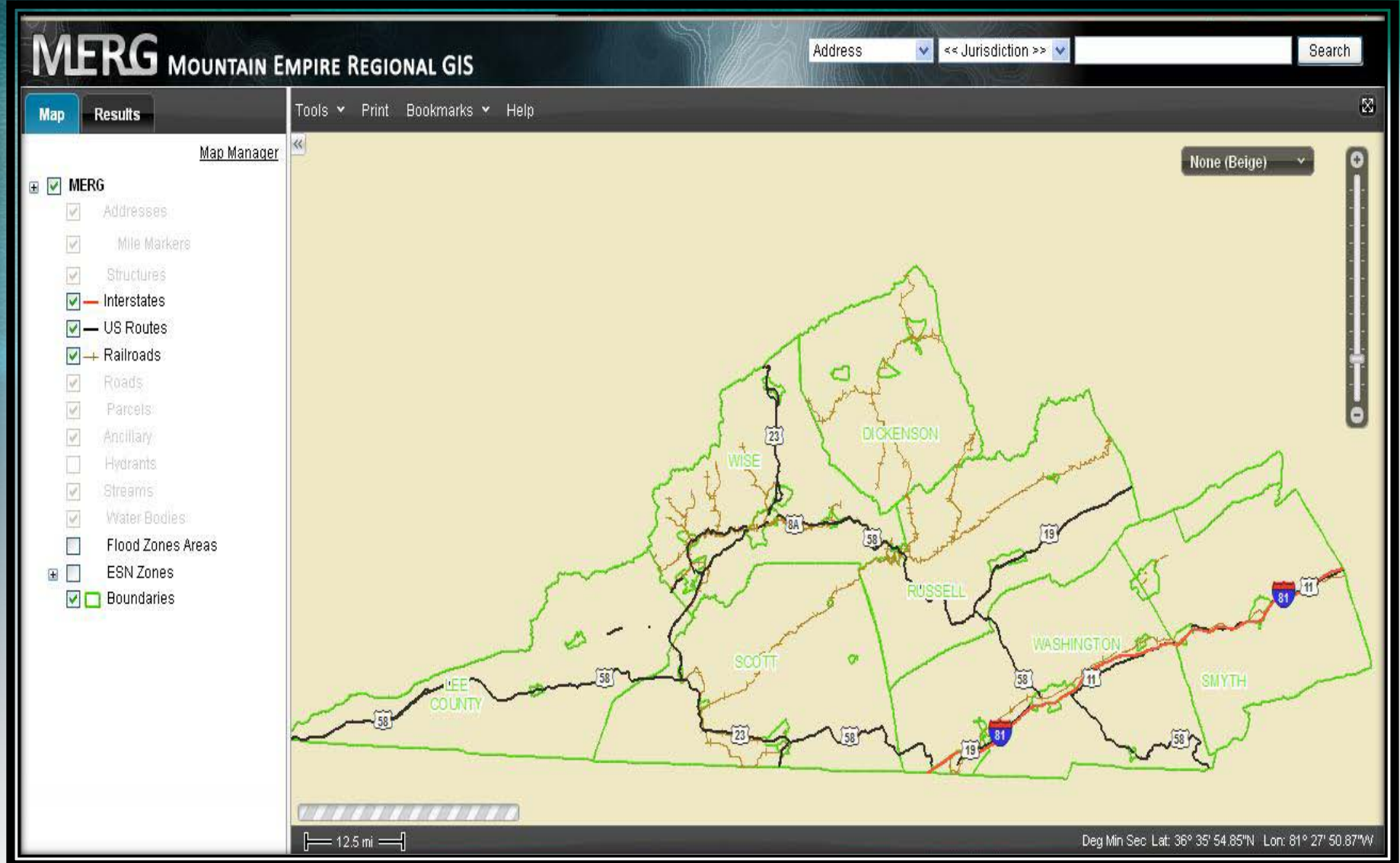
MERG System Architecture



The MERG solution provides sharing of GIS mapping across borders. Maps are automatically updated daily – ensuring the best/most recent mapping available across the region. This translates into better emergency response.

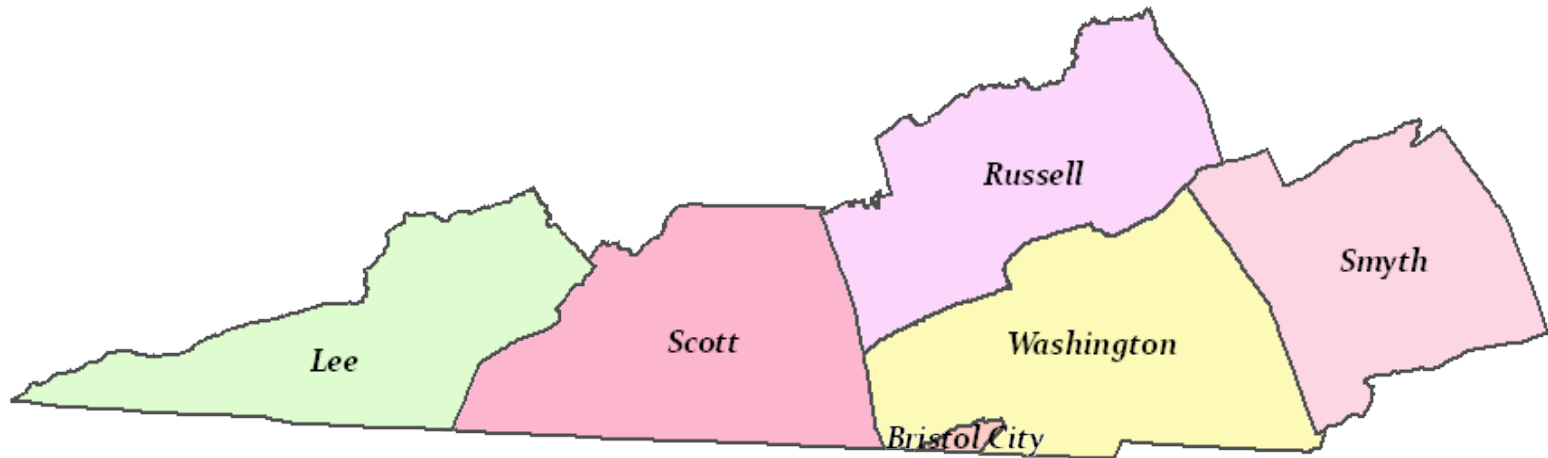
Web Access

Another benefit of MERG is the creation of a regional web mapping site. This expands the uses of MERG far beyond the public safety arena – capitalizing on the initial MERG investment and scope.



The MERG Solution

A Successful Regional Collaboration Project – Making a Difference in Emergency Response



Mountain Empire Regional GIS