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Kenai Peninsula Borough Deploys microDATA for Call Handling

On June 11th, 2008 Kenai Peninsula Borough of Kenai, Alaska deployed microDATA's Next Generation 9-1-1, map-centric call handling solution, xT911. The solution supports four PSAPs and 11 active call taker positions, which serve over 52,000 Kenai residents. Having a solution that meets NENA's i3 standards for Next Generation call handling affords Kenai Peninsula Borough many operational enhancements, including:

- Spatial Routing™ of calls (routing of calls based on geographic location in addition to ESN);
- Spatial ACD™ (routing of calls to a specific call taker based on their geographic location);
- Ability to process native VoIP calls and IP communications directly from the internet;
- Fully scalable to as many sites and positions as needed;
- Significant cost savings through deploying software-based solution on common-off-the-shelf hardware (COTS); and
- Map-centric call taking that integrates the xTrakker map with a Next Generation call taking solution, affording situational awareness for every call (landline, wireless and VoIP).

In addition to the xT911 call handling solution, Kenai Peninsula Borough has already deployed microDATA's xALI DBMS (ALI Database Management System) and x9GIS DBMS (GIS Data Base Management System). The integration of these core products (together known as the X-Solution) further enhances their ability to manage and distribute data seamlessly throughout their 9-1-1 network of PSAPs, and to prepare their infrastructure for future interconnected 9-1-1 networks, known as Emergency Services IP Networks (ESInets). "The system allows us to take full advantage of our outstanding in-house GIS information, and has streamlined database management and 9-1-1 call taking. xT911 provides a much needed resource for emergency responders," stated Scott Walden, Emergency Management Coordinator for Kenai Peninsula Borough.

To learn more about microDATA's Next Generation Call Handling Solution, [click here](#). For more background on Kenai Peninsula Borough's xALI DBMS and x9GIS DBMS deployment, [click here](#).

microDATA has been managing data since 1983. For more information on our public safety solutions and services, please contact sales@md-911.com or call 800.722.6663, x890.

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