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Virginia Department of
Emergency Management

Connected Systems and Society: 9-1-1 and GIS

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9-1-1, GIS and Drone Technology

- Aerial photography
- Disaster management
- Live streaming or aerial images from an emergency or disaster site
- Safeguarding of first responders
- Mapping of difficult or inaccessible terrain
- Swift water rescues
- Law enforcement pursuits
- Structural fires
- Addressing for 9-1-1



Case for Change

- The adoption of drone technology is changing from a “nice to have” to a “must (or need to) have”
- Fueled by the convergence of systems
- Disruptive technologies impact public safety
- It’s has become part of the public safety consciousness and a tool in the responder toolbox
- Life saving applications
- Efficiency and effectiveness
- Existing evaluative frameworks



User-Centered Design Guidelines*

1. Improve current technology
2. Reduce unintended consequences
3. Recognize “one size does not fit all”
4. Minimize “technology for technology’s sake”
5. Lower product/service costs
6. Require usable technology

* [Voices of First Responders: Communication Center & 9-1-1 Services \(nist.gov\)](#)



Questions?



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