



March  
2014

# ANSWERING THE CALL

NEW HAMPSHIRE'S 9-1-1 & PUBLIC SAFETY NEWS BRIEF

## NH Emergency Dispatcher Academy

### *Taking the Next Step*

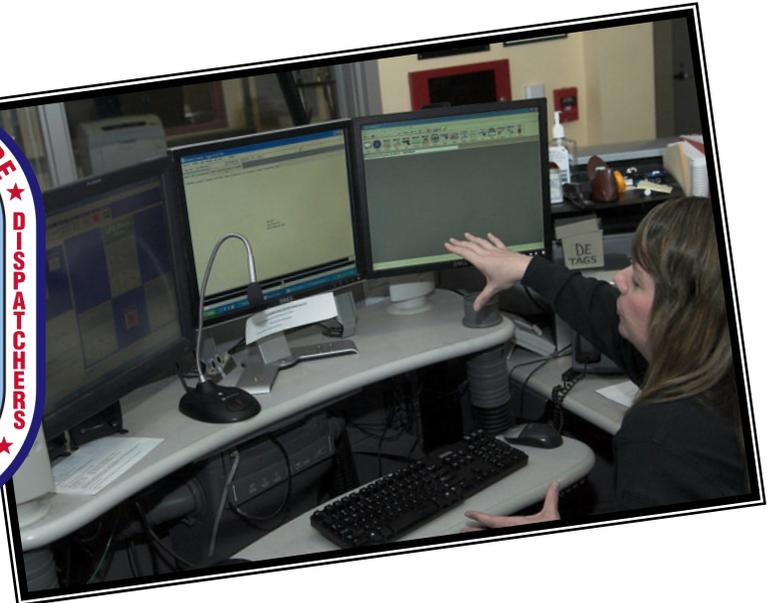
By Cecily McNair, Chairman, NHEDA Standards and Training Committee

The New Hampshire Emergency Dispatchers Association (NHEDA) and the Merrimack County Sheriff's Office have long sponsored the NH Basic Dispatchers Academy. In 2011, NHEDA formed a Training and Standards Committee with the intent of expanding the Basic Academy and developing a standard basic training for every dispatcher in every New Hampshire emergency communications center. In April of 2012, NHEDA adopted a document that spelled out that basic standard. Members and member agencies pledged to train to the standard and have been working toward that goal for almost two years.

Recently, an additional step was taken in our quest to standardize NH dispatch training. The NHEDA Training Committee proposed to its members that nationally recognized, ANSI-compliant training courses be made available as part of the basic training standard.

After attending this basic training course, dispatchers would then attend an additional segment of all disciplines with a strong emphasis on local and New Hampshire issues. After completing all areas of training, dispatchers would be awarded a certificate to reflect they are a certified New Hampshire Basic Emergency Dispatcher.

Shortly after making this recommendation, the Committee took our quest to public safety stakeholders and invited them to meet. The stakeholders included the Sheriff's Association, Police Chief's Association, Fire Chief's Association, NH



Fire Academy, NH Police Standards and Training Council, Division of Emergency Services & Communications (DESC) and the Firefighters Association. We presented our ideas and asked for their support in making our goal a reality. They showed us tremendous support with representatives from several agencies offering to return to their administrators and ask permission to offer facilities, training personnel, tracking software and more. The attending agencies have formed a work group and continue to meet.

At our January meeting, the Division of Emergency Services & Communication came to the table with an offer to host and sponsor several Public Safety Telecommunicator (PST1) classes per year and to track the training. The Sheriff's Association discussed our request and asked the committee to make a presentation to their members. The Fire Academy also offered to host and sponsor classes and to help track training. The Police Standards

and Training council offered their facility to host classes.

Our first class sponsored by DESC will be held in March, 2014 at the Police Standards and Training Council Facility in Concord.

The NHEDA Training and Standards Committee would like to thank all the participating and sponsoring agencies and express our gratitude for the assistance they have offered. We look forward to working with them in the future as we continue toward our goal of a statewide mandatory standard of training.

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## Data Operations

### Telephone Database

- Currently, there are 862,000 records in the database—8,000 less than on 11/15/2013.

### Mapping Database

- The Mapping Database contains approximately 414,000 addressable points—an increase of 7,000 points from 11/15/2013.
- The mapping status map for NH cities and towns can be viewed on our website listed below.
- Multi-Tenant Collection Project—to date the staff has collected and plotted multi-unit structures in 59 communities. The collected data will aid 9-1-1 dispatchers with more accurate address location information including floor and unit data.

### Emergency Notification System (ENS)

- 66 communities have signed up to participate thus far.
- 64 designated, authorized officials have participated in DESC-provided ENS training.

## DESC Administration

### Flight Path Project Management

- Since October 2013, we've identified 170 total administration projects. Since then, the staff has completed 119 projects...a 70% completion rate.

### VoIP Surcharge Collection

- In September 2013, monthly VoIP surcharge revenue was around \$131,000. A concerted effort was made to identify providers who service New Hampshire residents. Since September, monthly revenue has increased to \$140,000...a 7.3% increase.

### Public Education Outreach Events

- 3/29/14—NH Family Voices Conference, Concord, NH
- 4/29/14—Hampton Rotary Club presentation, Hampton, NH

- 5/22/14—NH Conference on Aging, Manchester, NH

## Special Projects

### School Map Project

- Completed school safety and security maps for all 485 public schools in NH.

### Webinar

- US Department of Homeland Security's (USDHS) Capacity Building Webinar Series —Sean Goodwin gave a presentation titled 'Tools and Technologies for School Emergency Response' to over 290 online participants. In a letter, Dr. Robert Griffin, Director of the USDHS Science and Technology Directorate First Responder Group, expressed his thanks for Mr. Goodwin's participation. He noted the information provided will help communities across the nation.

### Snowmobile Trail Mapping

- Added over 200 miles of groomed trails for a total of nearly 3,000 miles of collected GIS mapping data.

## PSAP Operations

### Call Statistics

- In calendar year 2013, 523,494 9-1-1 calls were received and processed which reflects a 15.77% increase from calendar year 2012. On average, the 9-1-1 center received 1,434 calls per day. There was an 11.9% decrease in wired 9-1-1 calls and a .58% increase in wireless calls.

### National Accreditation

- NH 9-1-1 was approved for reaccreditation with the International Academies for Emergency Dispatch (IAED). New Hampshire is the only statewide accredited 'Center of Excellence.' To learn more about the IAED, visit their website at [www.emergencydispatch.org](http://www.emergencydispatch.org).

## Information Technology

### CAD System

- A faster, new Computer Aided Dispatch (CAD) system is in the process of being deployed to replace the older CAD system. The improved system will make the transition to Next Generation 9-1-1 smoother.

### Next Generation 9-1-1

- A Next Generation 9-1-1 (NG9-1-1) Request for Information (RFI) is being prepared and will be sent out for vendor response. NG9-1-1 eventually may allow the 9-1-1 center to receive text messages, pictures and videos from the scene of an emergency. Currently, there isn't a national NG 9-1-1 standard.



On November 6, 2013, 9-1-1 Dispatcher Dan Redin received a commendation for a 'difficulty breathing' call he handled. The 74-year-old cardiac arrest survivor, Tom LaFortune of Dublin, visited Dan at the 9-1-1 center on November 14, 2013.



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**Website: [www.nh.gov/nh911](http://www.nh.gov/nh911)**

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