



January
2015

ANSWERING THE CALL

NEW HAMPSHIRE'S 9-1-1 NEWS BRIEF

Somebody Call 9-1-1!

We Live in New Hampshire, not Hollywood!

Laura McAlevy, Enhanced 9-1-1 Supervisor I

How many times do we hear this phrase on television shows? Some Good Samaritan then grabs a phone, gives a location, hangs up and lo and behold the cavalry arrives within seconds. That's Hollywood. In New Hampshire, many of our fire/rescue responders answer the call for help from their homes. Many smaller communities do not have a police force and rely on State Police to provide coverage for a large geographical area. Because of this, 9-1-1 provides a vital service as the "first" first responder.

It is important for the Emergency Medical Dispatcher (EMD) to gather important information to send the right kind of help to the right location, right away. The caller can assist by listening to the EMD and answering their specific questions. These questions were designed specifically to obtain critical information in order to determine what level of help is needed. Typically, collecting this information takes less than 30 seconds.

In most cases, information from a Computer Aided Dispatch (CAD) screen with location information is sent electronically to the dispatch agency. This

alerts the dispatch agency that an emergency exists at the specified location on the screen and



they may begin their process of notifying the proper responders; police, fire, ambulance or often times, all three. After all the necessary information is obtained from the caller, the dispatch agency is notified with a verbal synopsis of the problem. The time from the start of the call to verbal notification is generally less than a minute. In the case of a medical emergency, vital information is provided to the caller while waiting for help to arrive. This can be as simple as unlocking doors and putting pets away to childbirth instructions, CPR, and everything in between!

The EMD is available to assist a caller through critical events. EMDs understand callers may be scared. They understand callers' feelings of helplessness and want to help. The best way

callers can assist is to listen carefully and do exactly what EMDs ask of them.

What is an Emergency?

When in doubt...call. Generally speaking, however, noise complaints, general police inquiries and power outages (except in the event of loss of necessary medical equipment) are not emergencies. These examples should be reported using the non-emergency 7 digit number to your local dispatch agency (or power company in the event of an outage). Determine who dispatches emergency services for your town and learn their 7 digit number. That way when you need to know whether the fireworks have been cancelled or if your smoke detector's batteries need changing, you are not tying up an emergency line while doing so.

If an emergency does exist, remain calm, answer the EMD's questions and follow the EMD's instructions. You can be confident that dedicated individuals are just a phone call away and ready to help.



In This Issue

Somebody Call 9-1-1	P. 1
Data Operations	P. 2
Administration	P. 2
Special Projects	P. 2
PSAP Operations	P. 2
Information Technology	P. 2
Director's Note	P. 2

Data Operations

Telephone Database

- Currently, there are 850,000 records in the database—4,000 less than on 6/27/2014.

Mapping Database

- The Mapping Database contains approximately 501,000 addressable points—an increase of 2,000 points from 6/27/2014. This includes:
 - 48,000 Landmarks
 - 143,000 Road Segments
 - 20,000 Building Footprints
- The Mapping Status Map for NH cities and towns can be viewed on our website listed below. To date, 99% of the State (236 cities/towns) is or is in the process (20 cities/towns) of being mapped. Three communities (Haverhill, Concord and Portsmouth) have not requested mapping assistance.

Emergency Notification System (ENS)

- 109 communities have signed up to participate thus far. Each community has designated authorized officials to access the system. Authorized designees are given the opportunity to participate in ENS training. An update to the policy allows for 4 authorized designees, increased from 2.

S.T.E.P. (School Statewide Telephony Emergency Preparedness Project)

S.T.E.P. is a statewide project to ensure correct address and location information is reported during 9-1-1 emergency calls for all school districts in accordance with State laws and national 9-1-1 standards.

- 9 private schools have been completed.
- 6 private schools are scheduled.

DESC Administration

Project Management

We continue to refine the Administration project management system. The goal of the management system is to aid with strategic planning, tracking and maintaining strong accountability. In the last quarter, 106 projects were completed with only one deadline missed.



On October 24, 2014, the Alton Fire Department hosted an award ceremony for Jacey Montague. Jacey called 9-1-1 on October 5, 2014 for her grandfather, Tom Montague. Jacey and her 'Papa' were on a nature walk when Tom was rendered unconscious when struck by a tree. Jacey ran to her grandfather's home and called 9-1-1. She stayed on the phone until help arrived and then led rescue crews to him. Tom sustained a broken neck and pelvis. Alton Police Chief Ryan Heath said, "[Tom] would not have survived his injuries if she didn't call when she had."

9-1-1 Emergency Medical Dispatcher Will Gourgiotis (pictured above) presented Jacey with a 9-1-1 Hero award and a basket of 9-1-1 goodies.

Special Projects

School Safety Project

- The School Safety Project continues to be maintained. As of the start of the school year, all public school maps have been interfaced on NHVIEWW.
- A set of NH school maps were on display at the ESRI International Conference in San Diego, CA.

NHVIEWW (NH Visual Information and Emergency Watch/Web)

- Currently, there are 100 Depart-

- ment of Safety user accounts.
- NHVIEWW was utilized during the Thanksgiving power outages.

Trail Maps

- Work continued throughout the summer on trails in Gorham and Pittsburg. Belknap County trails will be mapped during the winter months.

PSAP Operations

Call Statistics—Reporting Period 1/2014 through 11/2014

- Total number of calls—390,181
 - Wired: 18% of the total call volume
 - Wireless: 82% of the total call volume

Out of State Requests

- Administration line use was up 13.22%. Out of state and exigent requests (9-1-1 calls that require subscriber verification research) are time consuming—ranging between 5 minutes to 24 hours to complete.

Out of State Requests

- During the Thanksgiving power outage, 7,128 calls were processed in a 24-hour period.

Information Technology

Next Generation 9-1-1—Phase I

- Hardware and software upgrades were performed in local dispatch centers in preparation for Phase I of NG9-1-1 to include text messaging.

Director's Note

Safe Com Emergency Response Council

- Director Bruce Cheney is the newest member of the US Department of Homeland Security's SAFECOM Emergency Response Council. The council consists of 70 public safety officials from the US and its territories. Director Cheney will represent NASNA (National Association of State 9-1-1 Administrators). New Hampshire has 5 members on the council, making up 7% of the entire Safe Com program.

EDITORIAL BOARD

Bruce G. Cheney, *Director*

Peter A. DeNutte,
Assistant Director

Robert Christensen,
Administration Manager



33 Hazen Drive
Concord, NH 03305
(603)271-6911 / fax (603)271-6609

Website: www.nh.gov/nh911