



July 2014

ANSWERING THE CALL

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

Location, Location, Location...

Accurately Locating 9-1-1 Callers

Timothy Scott, Database Administrator

Since the earliest days of Enhanced 9-1-1 (E9-1-1), highly accurate addressing data has been critical to both the validation of telephone records and for the quick and precise location of a 9-1-1 caller. Over time, agencies migrated this data to a Geographic Information System (GIS) so the information could be displayed as a map on the computer during a live call. These address maps became even more important with the advent of wireless phones which can report an X/Y coordinate but

cannot automatically display an address.

Today, the Division of Emergency Services and Communications (DESC) is preparing for the next big evolution in 9-1-1; Next Generation 9-1-1 (NG9-1-1). There are many new components and requirements to NG9-1-1, and one way in

which the DESC is preparing for these demands is by expanding the scope of the 9-1-1 GIS data. Previously, 9-1-1 GIS

data was composed of street "centerlines" which contained the address range for the road and address "site" points, which contained the location and address of a structure.

In a NG9-1-1 system, this data will not only be used for locating a caller and displaying a map but also for validating the full address for every communications device that is added in New Hampshire. This is complicated by the

fact that as technology becomes less expensive and more accessible, more and more businesses, schools and even residences are establishing their own private phone systems. Ensuring that these privately maintained systems can integrate correctly with

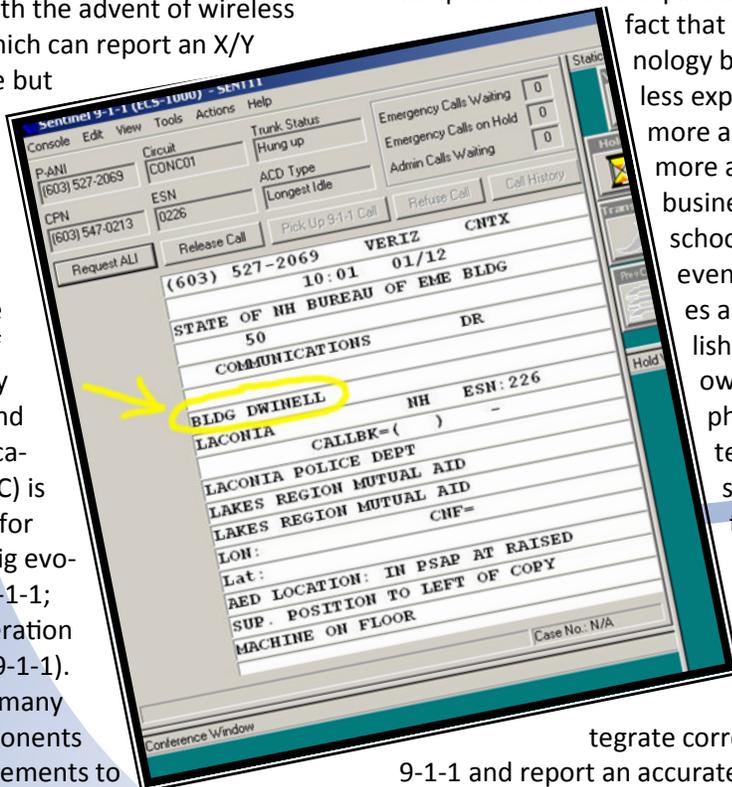
9-1-1 and report an accurate location of a caller is a huge challenge.

To meet these challenges, the DESC has expanded its 9-1-1 GIS data collection and maintenance down to the tenant



level. What this means is that instead of simply having one address point for an apartment complex, we will now have an address point for each apartment which will include the address of the building and the apartment number. Similarly for a shopping mall, a professional office building or a multi-family home, we will be collecting and maintaining an address point for each tenant in those structures along with a unit, suite or apartment number.

Looking to the future, this data will be able to be transmitted to an emergency responder in the field. As a result, an EMT will know where in the building a specific apartment is located and a police officer will know which mall store has a disturbance and see which mall entrance would be the best to use. GIS continues to shift from an ancillary tool for 9-1-1 to a centralized database used for all facets of 9-1-1 in regards to accurate caller location. With this initiative the DESC will be better prepared for NG9-1-1.



In This Issue

Location, Location, Location...	P. 1
Data Operations	P. 2
Administration	P. 2
Special Projects	P. 2
PSAP Operations	P. 2
Information Technology	P. 2

Data Operations

Telephone Database

- Currently, there are 858,000 records in the database—4,000 less than on 2/21/2014.

Mapping Database

- The Mapping Database contains approximately 433,000 addressable points—an increase of 19,000 points from 2/21/2014. This includes:
 - 45,000 Landmarks
 - 138,000 Road Segments
 - 19,000 Building Footprints
- The mapping status map for NH cities and towns can be viewed on our website listed below.

Emergency Notification System (ENS)

- 108 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.

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 being reported during 9-1-1 emergency calls for all school districts in accordance with State Laws and national 9-1-1 standards.
- The project continues to be maintained and enhanced
 - Private schools will be mapped this year.

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.

VoIP Surcharge Collection

- From September 2013 through April, 2014, we have increased our monthly VoIP revenue by \$37,359—an estimated annual increase of \$448,308.

In the same time frame, VoIP access lines increased by 65,542.

Public Education Outreach Events

- 9/13/14—Nashua Emergency Preparedness Conference, Nashua, NH
- 9/16/14—NH Healthy Homes Conference, Concord, NH
- 10/7/14—Bedford Fire Open House, Bedford, NH

Special Projects

NHVIEWW (NH Visual Information and Emergency Watch/Web)

- Modernized the fire tower block and grid reference data
- Special Projects has incorporated a list of all parolees and sex offenders in the state for law enforcement purposes. Training will be offered to law enforcement agencies.

- Wired: 16% of the total call volume
- Wireless: 74% of the total call volume
- Average Monthly Abandoned calls (caller hangs up and doesn't answer callback): 3,350 (an increase of 1% from the last reporting period)

Out of State Requests

- An average of 34 requests per month are received for out of state emergency response.

Information Technology

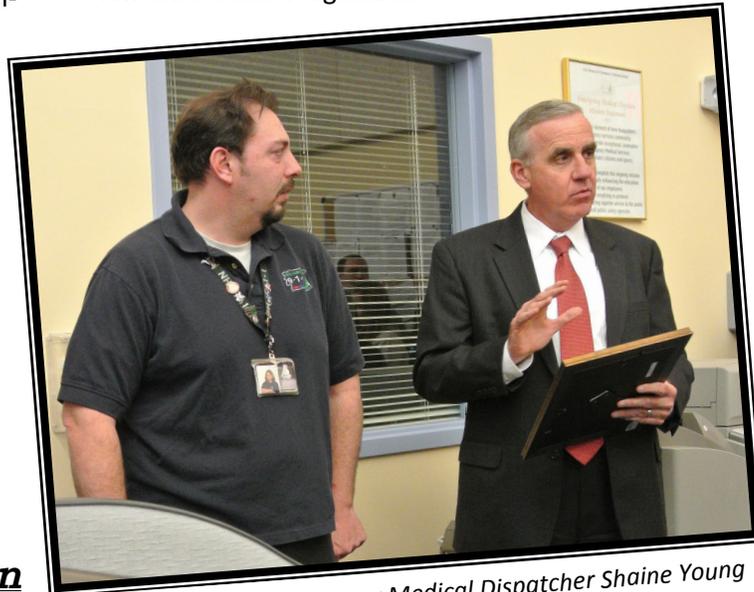
Computer Aided Dispatch (CAD) System

- IT staff members have done an impressive job installing the faster, upgraded Carrier Over Ethernet network to dispatch sites. The project was completed in phases. Phase I converted the old network to the new Carrier Over Ethernet network. Phase 2 replaced all of the outdated computers with new ones and updated the software. The new network will make the transition to Next Generation 9-1-1 much smoother.

Next Generation 9-1-1

- The NG9-1-1 Request for Information (RFI) was sent out in April. The Division received eleven responses. From the responses, staff members are working on the Request for Proposal (RFP). 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, however, there isn't a national NG 9-1-1 standard.



On April 18, 2014, Emergency Medical Dispatcher Shaine Young was recognized as the 2013 EMD of the Year. On behalf of the citizens and visitors of NH, Department of Safety Commissioner John Barthelmes expressed his gratitude for Shaine's exceptional service and call handling abilities.

PSAP Operations

Call Statistics—Reporting Period 2/2014 through 5/2014

- Average Monthly 9-1-1 calls: 36,241



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