

NH E911 Lakes Region Planning Commission



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Overview

The NH E911 Call System and Process

The NH E911 – Town/City Partnership

Standardized Addressing and Benefits

State and local regulations on addressing

Non-Standard addressing

Questions?



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911 Fast Facts...

- **Call volume – Average 1300-1500 calls per day. In 2023, we processed 468,809 calls.**
- **More 911 calls are received from cell phones than landline phones (80%)**
- **99% of all of our 911 calls are answered within 10 seconds**
- **Our 911 dispatchers go through 16 weeks of training before they're on their own taking calls**



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Noteworthy Call Volume Days

- **December 2022- 12/23-12/24 Floods** (3,863 calls)
(972 911 calls answered between 5pm-6pm)
- **October 2011- Halloween Nor'easter** (4,982 calls)
- **November 2014- Thanksgiving Blizzard** (7,186 calls)
- **April 2020 – COVID Shutdown** (752 calls)



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Public Safety Answering Point Overview



The PSAP Operations Section has two call centers, known as Public Safety Answering Points (PSAPs), located 26 miles apart and offering redundant systems with robust reliability. These PSAPs are distant enough from one another to ensure survivability of one location in all but the most catastrophic situations. Should one facility become inoperable, all calls will be answered at the secondary facility.



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Training & Certifications

- Training
- 16 weeks total
- 8 weeks Classroom in Laconia Facility
- 8 weeks w/CTO
- Certifications
- APCO Public Safety Telecommunicator 1
- APCO Communications Training Officers
- NAEMD EMD & Advanced EMD Courses
- CPR and First Aid



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How does it work in NH?

911 Caller

911 Dispatcher

Local Dispatch Center

Responder



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What Do NH911 Telecommunicators Do?

- Responsibilities:
 - Exact location
 - Phone number
 - Nature of the emergency
 - Determine services needed- P/F/E
 - Provide excellent customer service
 - Transfer calls in a timely manner
 - Relay all pertinent information to local dispatch



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Why do I need to know my location when I dial 911?

- It's not like in the movies!
 - Sometimes we don't have an "accurate" location
 - Supplemental location information is key



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Mapping Software



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Enhanced Features

- **Language Line – 240 different languages**
- **Poison Control**
- **Access to other agencies...ALL police, fire and EMS in the State, Marine Patrol**



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You Can Text 911 in NH!

- **Call if you can, text if you can't**
- Enter the numbers '911' in the 'To' field,
- In the message field, type your EXACT location and a BRIEF description of the help you need – use simple words, do not use abbreviations or shorthand
- Push the 'Send' button and be prepared to answer the 911 call taker's questions.



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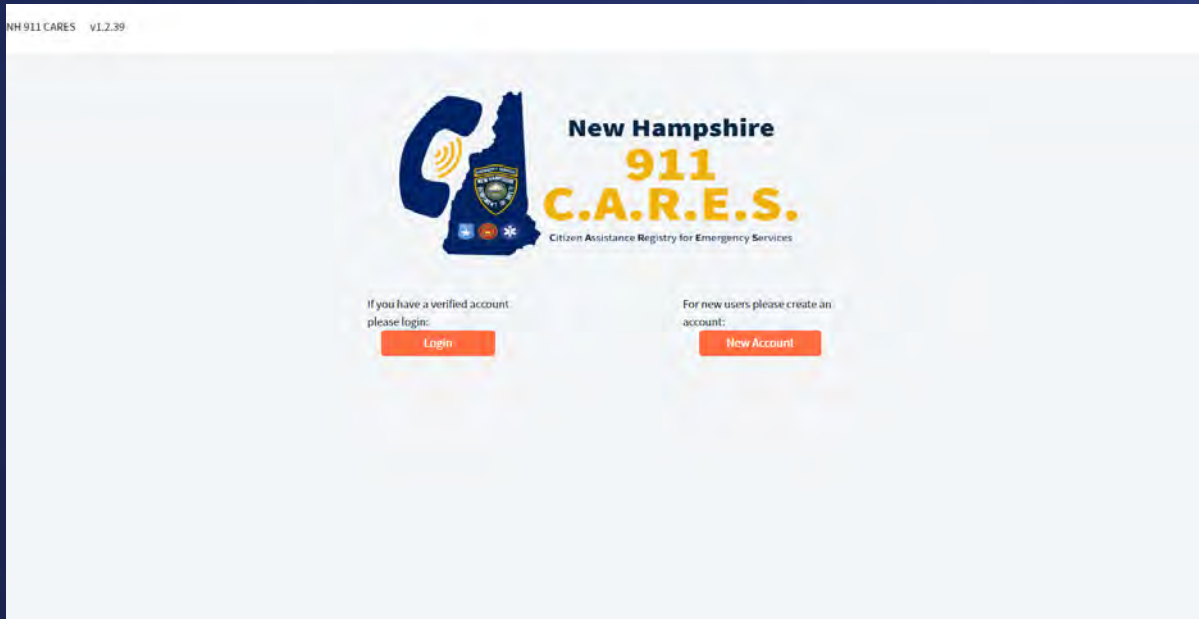
NH 911 C.A.R.E.S. Overview

- **NH 911 CARES (Citizens' Assistance Registry for Emergency Services):**

A program that allows individuals with chronic medical conditions to register information with 911, ensuring that critical details are visible to our 911 telecommunicators during emergencies.

- **Enhanced Emergency Response:**

When a registered phone number calls 911, vital information—such as their chronic medical conditions – automatically appears on the 911 telecommunicator's screen, helping responders provide more informed assistance.



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Medical Conditions for C.A.R.E.S.

Behavioral
Concern

Alzheimer's or
Dementia

Cognitive
Disability

Deaf

Depression or
PTSD

Diabetic

Epilepsy

Electricity
Dependent
Medical
Equipment

Hard of Hearing

Medication Allergy

Pacemaker

Speech
Impairment or
Non-Verbal

Wheelchair or
Mobility Issues

LVAD

Parkinson's



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THE NH E911 – Town/City Partnership



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NH E911 Liaisons

- Each NH E911 Liaison is appointed by the town (Selectboard or Town Administrator)
- Are provided addressing training by our Field Representatives
- Act as a conduit for your town with NH E911's mapping and data operations section

Community
Development

Town
Administrator

Building
Inspector

Assessing
Office

Public Safety
Officials

Administrative
Assistants

Planning and
Zoning

Public Works



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Addressing Procedures

Town Determined Addresses

Resident
applies
for
address

Town
assigns
address

Town
notifies
resident,
and
services

Liaison
Notifies
NH E911

E911
Visits
site,
collects
GPS
location

E911
adds the
feature
to
mapping

E911
notifies
Liaison
when
complete



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Addressing Procedures

NH E911 Recommended Addresses

Resident
applies for
address

Liaison
Notifies
NH E911

E911 visits
site, and
collects
driveway
location

E911
Calculates
address
and adds
feature to
mapping

E911
notifies
Liaison of
best
address

Town
Notifies
resident,
and
services



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Additional NH E911 Liaison Duties

- Typically, your NH E911 Liaisons will be the go-to resource for addressing questions from residents and town officials
- Responsible for reviewing potential addressing changes and if appropriate, bringing plans forward to the town
- Authorize changes in the phone records related to address changes or discrepancies
- Approve or correct any potential changes to the NH E911 Emergency Maps

Mapping
Clarifications

Phone Record
Discrepancies

Address
Changes



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SPEED
LIMIT
25

Goals of Standardized Addressing



Elimination of Duplicate Addresses



Each address describes the location of the structure



Standardization assists Mutual Aid Responders from other towns.



Most emergency calls are not visible from the road, so logical addressing combined with postings is paramount



Small improvements can matter a lot when seconds **are critical**.



Addressing Standards Basics



Distance Based Addressing

- Based on driveway access, rather than structure location
- Reserve 2 address numbers every 50 feet, whether there is an associated structure or not

Addressing “Parity” (Odds Vs Even)

- Townwide standard for which side of the road an odd or even number is on



Addressing Standards Basics



Strictly Numerical Addressing

- Avoid using Letters or Fractional Numbers (40A, 40 1/2)
- Alpha-Numeric Addressing can be verbally confusing
- Can also cause confusion between a sub-address and a street address

2 Structure addresses Per Driveway

- At 3 or more structures, we recommend that the private drive be named, and each structure be readdressed off that newly named road



Specific Addressing Recommendations

Accessory Dwelling Units

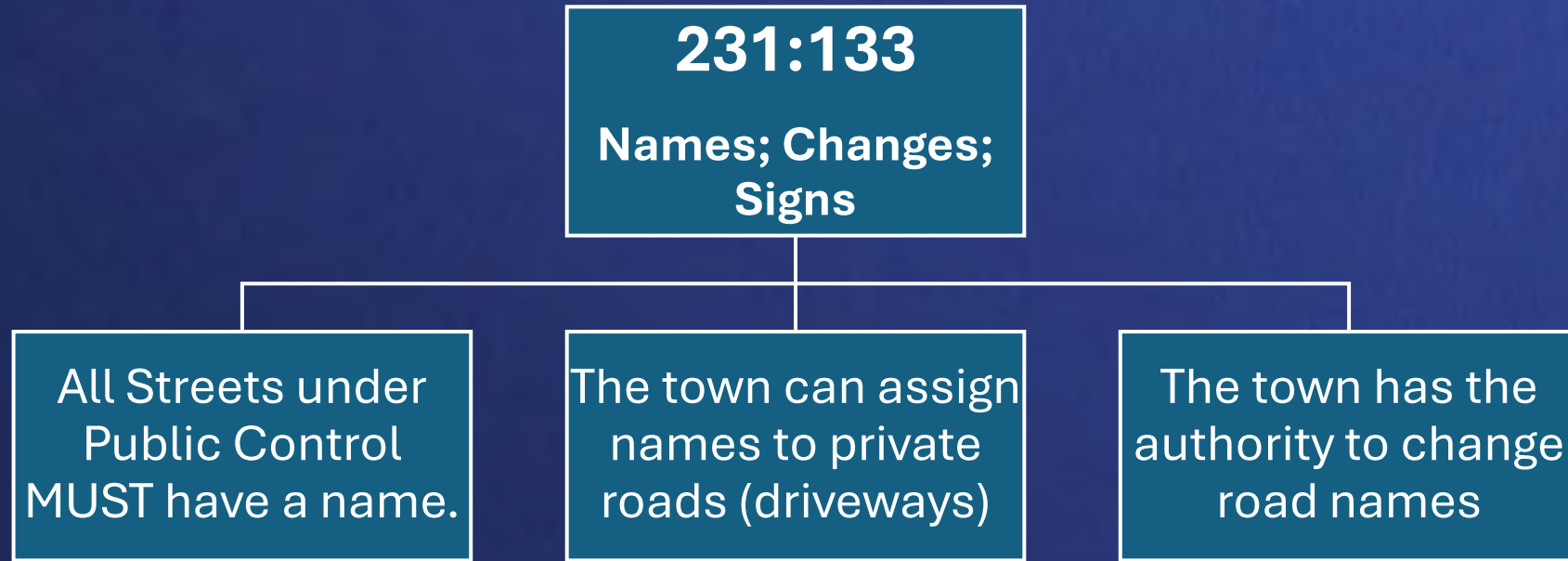
- Attached Units – Should be given a street address and Subunit Designations (42 Easy St Unit A, Unit B)
- Detached Units – Each Structure Should be given a unique street Address. (42 Easy St, 44 Easy St)

Non-Traditional Feature Addresses

- Boat Launches, Parks, Trailheads
- Follow the same addressing standards as you would for a structure
- Address should be based on access location



NH Addressing RSAs



“No name for a highway or street shall be selected which is already in use, or which is confusingly similar to any such existing name, or which otherwise might delay the locating of any address in an emergency.”



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NH RSAs Related to Addressing

231:133-a

Address Numbers on
Streets and Highways

The Governing body
MAY adopt an
addressing system

Requires EITHER
consent or public
hearing prior to
changing an address

Recommends
notifying NH E911 of
any additions or
changes



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Local Addressing Ordinances

Each town has the authority to establish how addresses are assigned

Many have chosen to create ordinances detailing the standards

Some have included our standards in their ordinances, or have referenced our standards

Some towns have their own standards

Posting Ordinances are essential in ensuring the addresses are useful

Ultimately, it is up to each town to determine what is most appropriate for their situation



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The Swanzey Grove St. Tragedy

July 21st, 1994

NH E911 provides a non-standard letter to Swanzey identifying duplicate streets

May 10, 1995

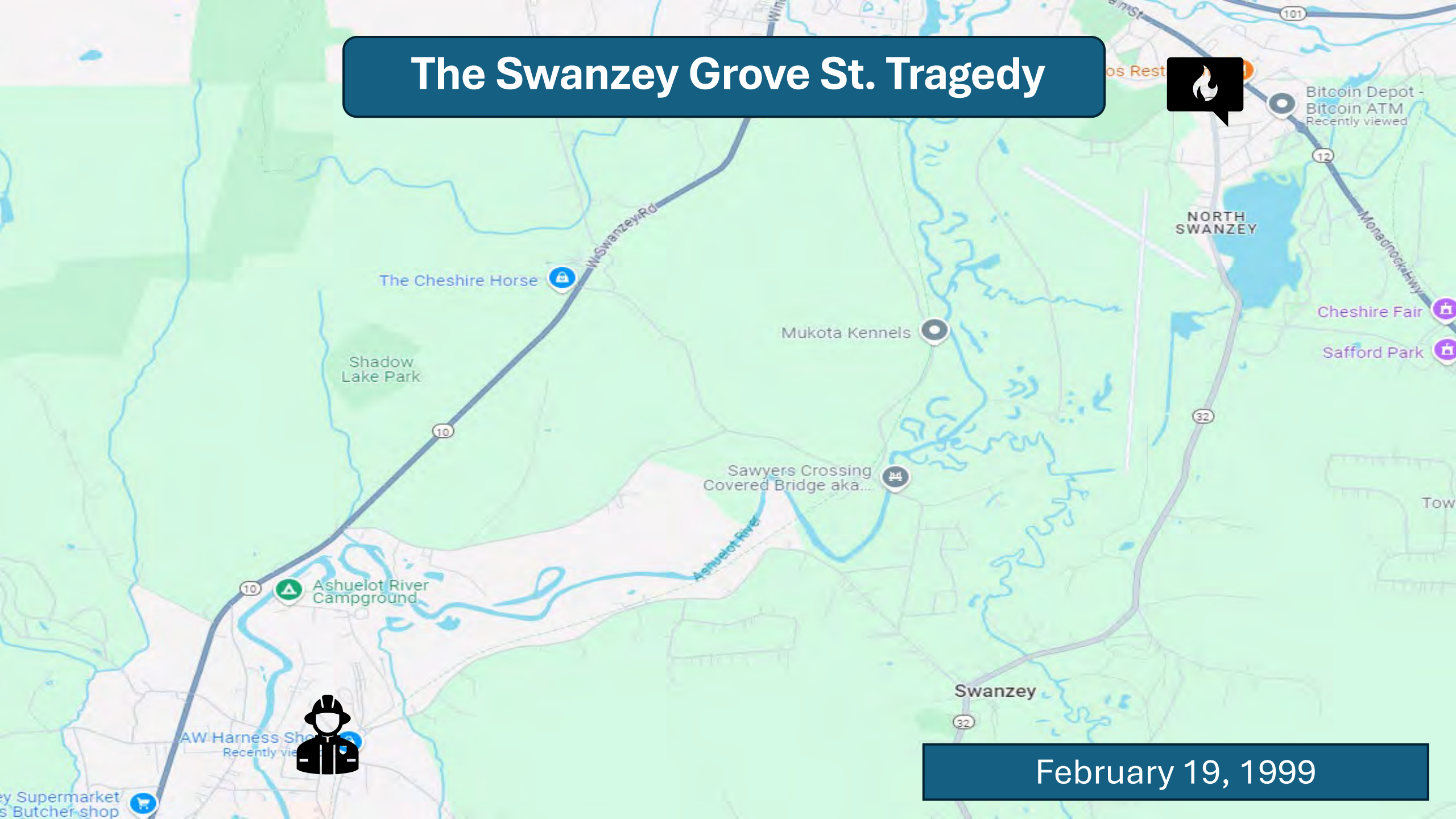
Selectmen Vote to change road names, including Grove St and N Grove St

August 16, 1995

Selectmen vote to accept petition reverting the name changes to Grove St. and N Grove St.



The Swanzey Grove St. Tragedy



February 19, 1999

The Swanzey Grove St. Tragedy

A Lawsuit was later filed by the homeowner. He asserted that the town had breached its duty by reverting the road name changes

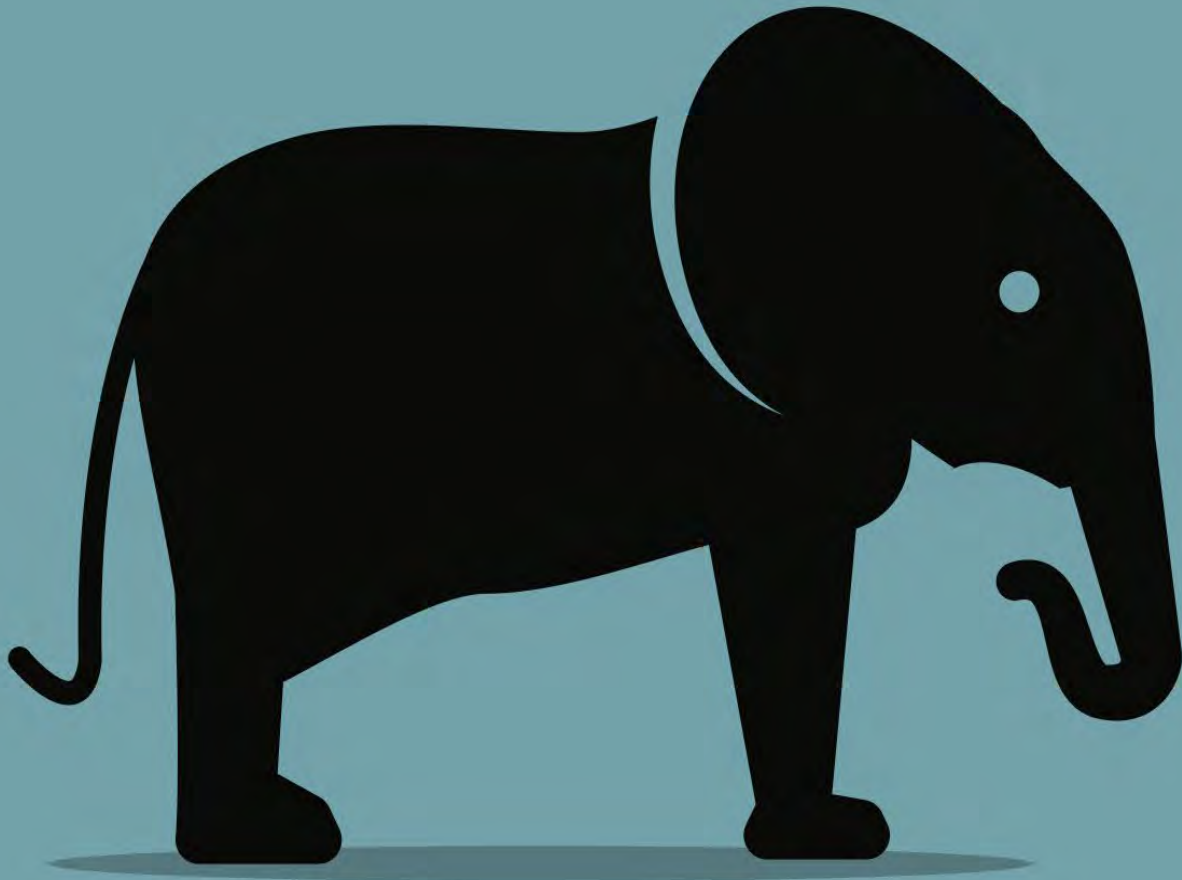
In 2002, Presiding Justice John P. Arnold of Cheshire County Superior Court issued a ruling denying summary judgment for the town

The case was later settled out of court. The settlement is not public record



What can be done about Non-Standard Addressing?

The best way to eat an elephant is one bite at a time.



Preventing New Non-Standard Addressing Situations

Keep the Addressing Standards in mind while planning new residences

Make small adjustments as necessary - It is much easier to fix addressing issues when they are small

Involve NH E911 in large development plans, to help with early identification of addressing issues



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Preventing New Non-Standard Addressing Situations

Selecting New Road Names

Can be incredibly disruptive if a duplicate road name is identified late in development or planning process

Due to the subjective language of the law, “Confusingly Similar” can be interpreted in multiple ways so more eyes on a road name can be greatly beneficial

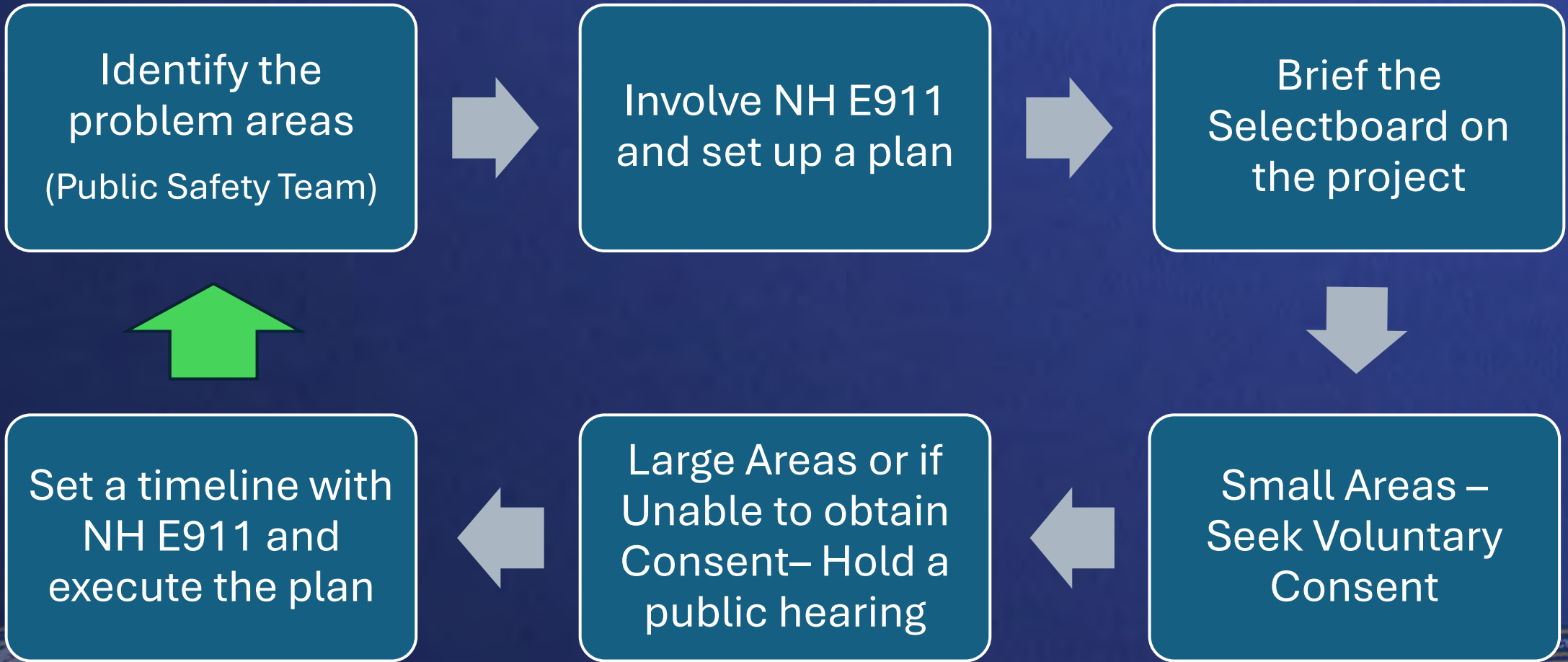
NH E911 CANNOT add a duplicate road name into our data or the Master Street Address Guide



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Correcting Historic Non-Standard Addresses



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Q&A



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