

## Colebrook Dispatch Center 2010 Annual Report

The year 2010 ended with the Colebrook Dispatch Center (CDC) handling 17,000 calls within its service area. These calls range from merely routine to extreme emergencies and require precise judgment on the part of the dispatcher. Each dispatcher undergoes an extensive training process by which they develop a complete understanding of dispatch protocol and our service area. Properly trained these dispatchers greatly enhance each calls successful resolution. Emergency calls place the greatest stress on dispatchers and very often demands the full use of all tools available such as maps to scene location, appropriate responder notification, equipment requirements and support services to include support from outside our service area such as: air rescue, State of NH officials, Fire Marshall, State Police, etc.

During mid May of this year the CDC , in cooperation with the *NH Dept. of Homeland Security*, conducted a **Communication Specific Tabletop Exercise** at the Colebrook Fire Station. Funding for the exercise was provided by a Homeland Security Grant. Participants included NH & VT State Police, Colebrook, Canaan and Pittsburg Police, the 45th EMS, Colebrook, Beecher Falls and Pittsburg Fire and First Responders, US Customs & Border Patrol, Coos County Sheriffs Dept., Town of Colebrook Office & Public Works, NH Fish & Game and several invited guests. The exercise was designed to enhance inter-agency communications and was the culmination of several weeks of planning. Deemed a success by participants, the exercise was both educational and unifying.

Throughout 2010 the CDC has experienced a significant increase in medical calls originating from third party Alarm Monitoring Services(AMS). These are calls from portable personal devices that can be activated in a medical emergency when the patient is alone and can't get to the phone. Once the alarm is activated the AMS attempts to reach the subscriber via phone. Should the subscriber still be unable to reach the phone AMS places the call to the CDC for a response. The CDC responds directing EMS to the scene. However, in too many instances subscribers are using this system as a substitute for calling **911**. This system is effective when used as intended, ie " I need assistance and can't get to my phone." However, too often, subscribers are activating these devices when they have access to their phone or have a second party with them who could access the phone for them. In these instances the CDC encourages subscribers to use the **911** system. Not only does the **911** system put the caller on the line with the CDC but it offers advanced medical assistance from **911** for the caller while awaiting the rescue service. Further, the CDC is equipped with a mapping system that is automatically tied into all NH **911** residential calls providing the CDC with a computer displayed address map direction to the caller residence.

In closing, all of us at the CDC would like to take this opportunity to thank everyone in our service area and especially Area Police, NH State Police, NH Fish and Game, Area Fire Departments, Rescue Units, 45th EMS and Area First Responders. Their professionalism and dedication is very much appreciated.

Sincerely,  
Gary Dinco  
Dispatch Supervisor