

## case study

GOVERNMENT: STATE

### State of New Hampshire: Location is Key to its Award-winning E911 System

The State of New Hampshire boasts an award-winning enhanced 911 (E911) system that pairs MapInfo technology with advanced communications technologies, such as frame relay, to produce an extremely timely and effective response system for emergencies statewide. The state joined a select group of only 30 systems out of more than 3,000 worldwide to receive the Emergency Medical Dispatch Association's Accredited Center of Excellence (ACE) award.

According to Bruce Cheney, director of the state's Bureau of Emergency Communications, New Hampshire has one of the most technologically advanced 911 systems in the country. The Bureau of Emergency Communications operates the state's central command center which sends calls to 108 dispatch centers. According to Cheney, New Hampshire is one of only two states that has such a centralized dispatch system, which he said is more cost effective. (The other state with a centralized dispatch system is Rhode Island.)



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The state began making detailed maps seven years ago to facilitate local fire, ambulance and police in responding to 911 calls. Today, the state daily uses *MapInfo Professional*®, MapInfo's flagship mapping product for mapping analysis and interpretation of geographic information, *MapInfo MapX*®, mapping functionality software that offers object linking and embedding control, and *MapInfo ProViewer*™, an easy viewing tool that enables others to see *MapInfo Professional* maps even if they don't have *MapInfo Professional* software, in its 911 system. With MapInfo's powerful and easily integrated tools, New Hampshire continues to build and expand the cornerstone of its 911 system—the addressing database and mapping system that enables incoming call centers or public service answering points (PSAPs) to determine the exact location of emergencies.

“It's the maps that make the whole operation more efficient,” said Cheney. “MapInfo has been a stable, hard-working system and has ground out the work day after day. We crunch a lot of maps.”

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#### CUSTOMER

State of New Hampshire

#### NEEDS

- ▶ Location technology and data to support a timely and effective response system for emergencies statewide
- ▶ Mapping analysis software easily integrated with other technologies

#### PROBLEM

- ▶ The Federal Communications Commission (FCC) mandated the use of enhanced 911 (E911) to improve emergency communication procedures and facilities and reduce response time
- ▶ The State of New Hampshire—one of only two states in the nation with a centralized dispatch center—faced the challenge of accurately and quickly locating emergency situations in a rural and sparsely populated state

#### SOLUTION

An E911 system that uses *MapInfo Professional*®, MapInfo's flagship mapping product for analysis and interpretation of geographic information, *MapInfo MapX*®, mapping functionality software that offers object linking and embedding control, and *MapInfo ProViewer*™, an easy viewing tool that enables others to use maps developed with MapInfo software

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The Federal Communications Commission (FCC) mandated the use of enhanced 911 to improve emergency communication procedures and facilities and reduce response time. The FCC rules aim to improve the reliability of wireless 911 services and to provide enhanced features generally available for wireline calls. Under FCC regulations, by early 2002, wireless carriers must transmit precise location information of emergency calls from wireless phones to public safety agencies.

As the State of New Hampshire upgrades its 911 system to handle incoming wireless location data, it continues to rely on MapInfo technology to stay at the leading edge of technological innovation and timely response. *MapInfo ProViewer* is deployed statewide at local fire, police and ambulance dispatch centers so that location data from wireless carriers—longitude and latitude to within 400 feet—can be translated into an exact location using the addressing database built with *MapInfo Professional*. MapInfo's spatial analysis technology—used in both wireless and wireline calls for emergency services—enables those emergency technicians and officers to shave life-saving minutes off response time with accurate, easy to use and fast location visualization.

### BENEFITS

- ▶ An extremely timely and effective response system for emergencies statewide—resulting in one of the most technologically advanced E911 systems in the United States
- ▶ Enables incoming call centers or public service answering points (PSAPs) to determine the exact location of emergencies

**“I’VE GOT PEOPLE OUT ON THE ROADS EVERY DAY MAKING MAPS.  
WE’RE TRYING TO BE AHEAD OF THE CURVE.”**

“I’ve got people out on the roads every day making maps,” added Cheney. “We’re trying to be ahead of the curve.”

“The spatial accuracy of *MapInfo® MapBasic®* (MapInfo’s programming environment) allowed us to help the State of New Hampshire to take full advantage of the technology,” said Kevin Hanron, president of MapInfo’s partner Charles River Technologies, based in Lexington, MA, which specializes in 911-related applications and crime analysis. “Most towns and cities do not have data of this kind. *MapBasic* gives developers access to any geographic function you would want.”

The state is determining how to respond even faster to emergency situations with spatial analysis. It is evaluating putting maps on laptops inside police, fire and ambulance cruisers and delivering latitude and longitude data via two-way radio.

“Every (telecommunications equipment) vendor we’ve talked to about the future as it relates to wireless communications looks at what we’ve done and says, ‘You guys are ready now and that’s because you’ve built your own mapping database,’” said Cheney. “You can control your own destiny when you make your own maps.” ●