RHODE ISLAND DEPARTMENT OF PUBLIC SAFETY
RI E-911 Uniform Emergency Telephone System
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2008 Call Volume Report

Donald L. Carcieri, Governor
Col. Brendan P. Doherty, Commissioner, Department of Public Safety
Raymond LaBelle, Associate Director, RI E911

INTRODUCTION

In 2008, the Rhode Island Enhanced 9-1-1 Uniform Emergency Telephone System received a total of **662,786** telephone calls resulting in 679,263 requests for services. (Some calls require multiple transfers, such as a vehicle accident with injuries, necessitating a transfer to police and rescue.)

Call volume reports are generated weekly, quarterly, semi-annually, and annually through the combined efforts and data processing skills of our supervisors and assistant supervisors.

GLOSSARY

The following are definitions of terms used herein:

1. **"Enhanced 9-1-1"**- uses a computer database to deliver the address from which a wireline emergency call is made.

2. **"PSAP"**- Public Safety Answering Point.

3. **"Wireline"-** The Public Switched Telephone Network access via an actual copper or fiber optic transmission line that travels underground or on telephone poles.

4. **"Wireless"-** The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).

5. **"TTY"-** Any device that automatically detects TDD/TTY tones and audibly and/or visually notifies the call-taker.

HISTORICAL BACKGROUND

Planning for Rhode Island's E 9-1-1 system began in 1978 with the appointment of a 15-member legislative commission to study the feasibility of adopting a uniform emergency telephone system (9-1-1) statewide. In 1984, the commission submitted its final report after 27 meetings, five public hearings and extensive study of the subject. The commission recommended the implementation of an enhanced 9-1-1 uniform emergency telephone system with one statewide public safety answering point.

In 1984, based upon the recommendations of the commission, the General Assembly established the Enhanced 9-1-1 Uniform Emergency Telephone System Authority. The Rhode Island Enhanced 9-1-1 Uniform Emergency Telephone System went on line November 21, 1988.

In 1989, the corporate existence of the 9-1-1 Authority was terminated, and the Division was transferred to the Executive Department of state government. In 1996, the 9-1-1 Division was transferred from the Executive Department to the Department of Administration.

On July 30, 2000, the Commission on Accreditation for Law Enforcement Agencies awarded accreditation to the agency following an intense assessment of its policies and procedures. The accreditation program consisted of a total review of the agency's orders and operating procedures by the Associate Director. An assessment team of communications experts then conducted an on-site evaluation of the agency and found it to be in compliance with the required standards for accreditation of a public safety communications agency.

On July 1, 2008, the 9-1-1 Division was transferred from the Department of Administration to the Department of Public Safety under the direction of Commissioner Colonel Brendan P. Doherty.

THE DEVELOPMENT OF A NATIONAL EMERGENCY NUMBER

The idea of a national emergency telephone number is not a new one. England has been using 999 nationwide since 1937. Other European countries have been using universal emergency numbers as well, including Belgium (900), Denmark (000), and Sweden (9000).

In this country, the need for such a number was first discussed in 1958 by the International Association of Fire Chiefs who recommended that a single, nationwide fire reporting telephone number be adopted. By 1967, the President's Commission on Law Enforcement and the Administration of Justice and the President's Commission on Civil Disorders were expressing interest in a national telephone number for reporting all types of fire, medical and law enforcement emergencies.

In 1973, the three digit number "9-1-1" was established as our national emergency telephone number. Implementation of this service was, however, left to state and local governments. By 1977, several states had passed legislation mandating implementation of 9-1-1 statewide, and a number of major cities had established 9-1-1 programs as well. Today, 9-1-1 is the primary emergency number serving the majority of the population of the United States.

WHY "9-1-1" WAS CHOSEN

The specific number 9-1-1 was recommended in 1963 by the American Telephone and Telegraph Company for a variety of reasons. No area codes or exchange prefixes (the first three digits of a telephone number) used 9-1-1 and no exchange in the country employed 9-1-1 as a special service code.

Conversions required to free up the 9-1-1 code in existing central office equipment were less costly than other combinations. Also, it was thought that 9-1-1 was not likely to be dialed randomly by small children playing with the phone.

Most important of all, 9-1-1 is easy to remember and easy to dial even in a stressful emergency situation. Once the telephone company had solved the problem of determining which three digits would be made available nationwide and had cleared the "9" level for all 9-1-1 calls exclusively, state and local authorities had the opportunity to begin implementation of 9-1-1 service. It became possible for them to provide a universal statewide telecommunications system that would allow anyone confronted by an emergency to get help by simply dialing 9-1-1.

Dialing 9-1-1 offers many important advantages not available with conventional seven digit numbers:

- ***9-1-1 is easy to use***
- ***9-1-1 is fast***
- ***9-1-1 is always answered***
- ***9-1-1 can be reached from a pay phone without using a coin***
- ***9-1-1 can be easily dialed***
- ***9-1-1 and how to use it can be taught to children too young to read***
- ***9-1-1 calls are free***

2008 OVERVIEW

TWENTY YEAR ANNIVERSARY

On November 21, 1988, Rhode Island activated its enhanced 9-1-1 emergency telephone system, the first state in the country to offer enhanced 9-1-1 emergency calling on a statewide basis.

Twenty years later, Rhode Island E 9-1-1 Uniform Emergency Telephone System continues to lead the country in its progressive ability to process 9-1-1 emergency calls.

On November 21, 2008, Governor Donald L. Carcieri noted the anniversary saying "In this age of increased emphasis on homeland security, we must ensure that our state and communities are prepared to meet any challenge. I'm pleased to say that Rhode Island's E 9-1-1 system is a shining example of our preparedness. Rhode Island's technology leadership is just one example of how we can use the concept of "innovation to scale" to do great things in a small place, and to continue to make Rhode Island a unique place to work and live."

Raymond LaBelle, Associate Director of the RI E 9-1-1 Uniform Emergency Telephone System, within the Department of Public Safety, attributes Rhode Island's progressive accomplishments to: (1) the RI General Assembly for creating the original enhanced system, led by State Representative Zygmunt J. Friedemann; (2) Colonel Ernest E. Ricci for his leadership as the system's first Executive Director; (3) the system's Advisory Commission for its policy guidance; (4) the wireline and wireless telephone carriers operating in Rhode Island for their cooperation and communications services; (5) public safety officials, State, municipal and federal – for their involvement in our mission; (6) the system's principal vendors for their services and assistance, including Verizon, AK Associates 9-1-1, Inc., Plant/CML Technologies, Exacom, Pictometry and microDATA GIS, Inc.

"The most important factor in our accomplishments, however, continued LaBelle, has been the 9-1-1 staff. Not only have our call-takers processed approximately 9 million calls since the system's inception with very few hitches, but they've adapted to changing technology that enables us to provide the latest in enhanced emergency communications services to Rhode Islanders". LaBelle also credits the system's small administrative staff for handling multiple management demands that are typically handled by far larger administrative staffs in other jurisdictions.

"Today, LaBelle concluded, we celebrate our past accomplishments, more importantly – commit ourselves to improving public safety in today's more complicated and threatening world".

E 9-1-1 TECHNOLOGY SHARED WITH RHODE ISLAND COMMUNITIES

On Wednesday, December 10, 2008, the Rhode Island Department of Public Safety Commissioner Colonel Brendan Doherty and E 9-1-1 Associate Director Raymond LaBelle formally distributed Pictometry imagery technology to help Rhode Island's communities more accurately plan for first responder missions, GIS mapping, transportation and community planning in a meeting at the State House.

Pictometry provides a selection of up to 12 photographs, oblique views of highways, buildings and property, and automatically shows the four best views when an address is entered. Use of this technology is expected to improve response time and reduce unnecessary risk to the first responders. It will enable local officials to have multiple views of all aspects of buildings and roads that exist in their communities.

Representatives of all 39 communities gathered to obtain the "Pictometry" hard drives and software. The funding for this project came from a Federal Homeland Security grant obtained from the Rhode Island Emergency Management Agency.

State of Rhode Island and Providence Plantation

E-9-1-1 Uniform Emergency Telephone System

Incoming 911 Calls

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Wireline	15634	14706	15707	15062	15850	17071	17582	16316	14987	14852	13832	15071	186670
Wireless	26893	46538	36982	39120	40553	41747	47506	40347	38989	38388	38764	40100	475927
TTY	17	20	13	16	24	16	27	19	11	12	6	8	189
Abandoned	2064	1440	1362	1368	1448	1611	1965	1679	1519	1611	1579	1672	19318
Administration	0	0	0	0	0	0	2	0	0	0	0	0	2
Totals	42544	61264	52702	54198	56427	58834	65115	56682	53987	53252	52602	55179	662786

Transfers by Destination

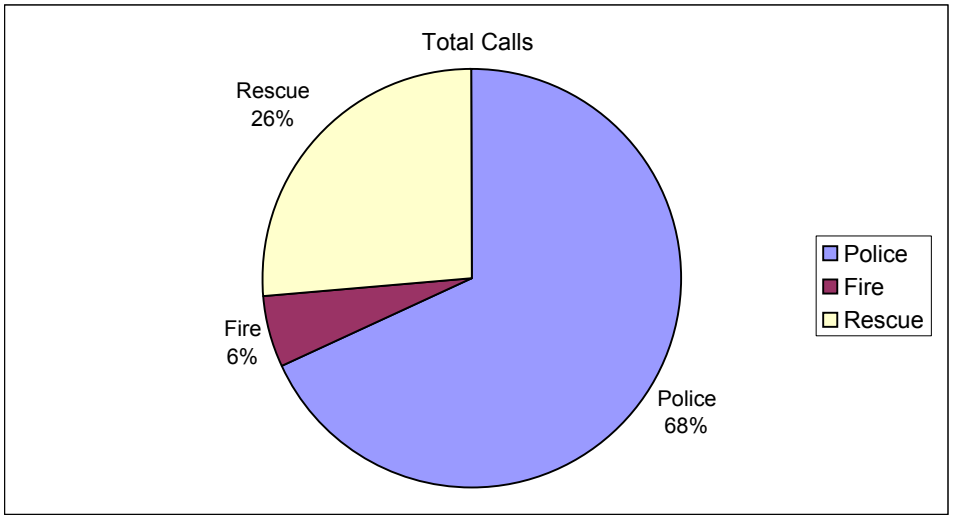
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Police	22153	22009	23662	24358	27397	28492	30761	29357	27273	26177	24777	25760	312176
Fire	1995	1842	2045	2332	2406	2219	2505	2182	2052	1990	2018	2166	25752
Rescue	9781	9622	9997	9383	9935	10475	11099	10306	10102	10240	9359	10053	120352
Totals	33929	33473	35704	36073	39738	41186	44365	41845	39427	38407	36154	37979	458280
Ancillary	1108	1277	1377	1084	1345	1386	1503	1301	1462	1341	1486	1366	16036
Call Backs	4365	5713	4655	4401	5617	6080	6195	5886	5866	5761	5754	5193	65486
Hang-Ups	3547	5614	4989	3858	4257	4807	4951	4493	4550	4536	5683	4433	55718
Non-Emergencies	6050	6801	6615	5857	6820	7498	8150	7630	7297	7152	7075	6798	83743
Total Xfers	48999	52878	53340	51273	57777	60957	65164	61155	58602	57197	56152	55769	220983

Total Handled Calls to Date:	679263

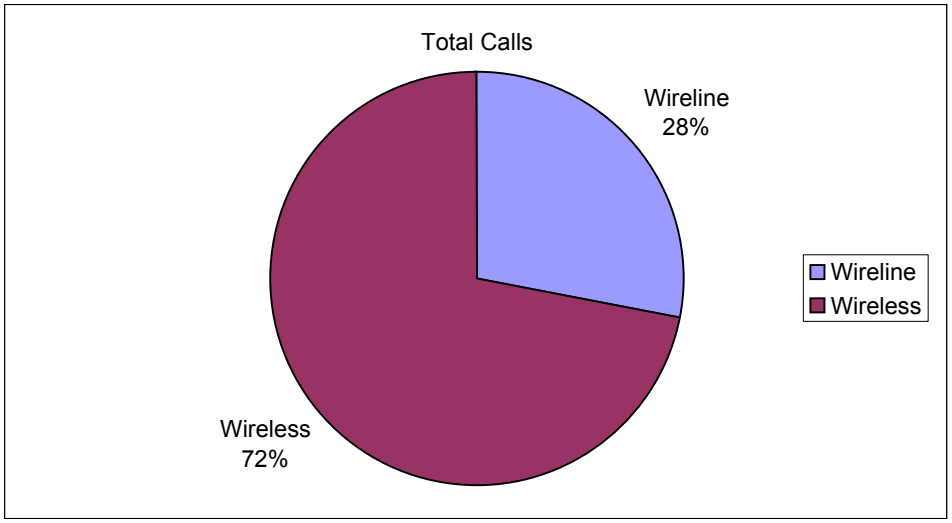
State of Rhode Island and Providence Plantation

E-9-1-1 Uniform Emergency Telephone System

Description	Total Calls
Police	312176
Fire	25752
Rescue	120352



Description	Total Calls
Wireline	186670
Wireless	475927



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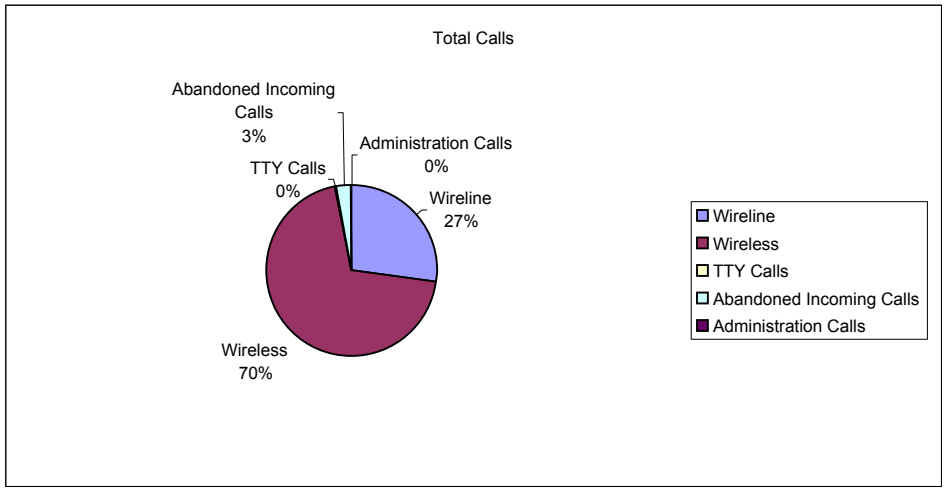
E-9-1-1 Uniform Emergency Telephone System

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Police	20442	20344	21803	22692	25512	26206	28308	26733	24942	23969	22712	24090	287753
Fire	1764	1611	1729	1887	1891	1801	2092	1724	1652	1607	1666	1818	21242
Rescue	9062	8904	9262	8689	9157	9519	10151	9330	9078	9246	8520	9309	110227
Primary Totals	**31268**	**30859**	**32794**	**33268**	**36560**	**37526**	**40551**	**37787**	**35672**	**34822**	**32898**	**35217**	**419222**
Police	1711	1665	1859	1666	1885	2286	2453	2624	2331	2208	2065	1670	24423
Fire	231	231	316	445	515	418	413	458	400	383	352	348	4510
Rescue	719	718	735	694	778	956	948	976	1024	994	839	744	10125
Secondary Totals	**2661**	**2614**	**2910**	**2805**	**3178**	**3660**	**3814**	**4058**	**3755**	**3585**	**3256**	**2762**	**39058**

State of Rhode Island and Providence Plantation

E-9-1-1 Uniform Emergency Telephone System

Desc.	Total Calls
Wireline	27%
Wireless	70%
TTY Calls	0%
Abandoned Incoming Calls	3%
Administration Calls	0%



Desc.	Total Calls
Emergency	67%
Ancillary	2%
Call Backs	10%
Hang-Up Calls	8%
Non-Emergency Calls	13%
Total Call Taker Handled Calls	100%