

Marshall Space Flight Center



E911

"What Is Your Emergency?"

Presented by:

Industrial Safety Department/QD50

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Dial 911



- **If there is an emergency...**

- On- or off-site
- Medical
- Fire
- Security
- Traffic
- Chemical
- Biological
- Other

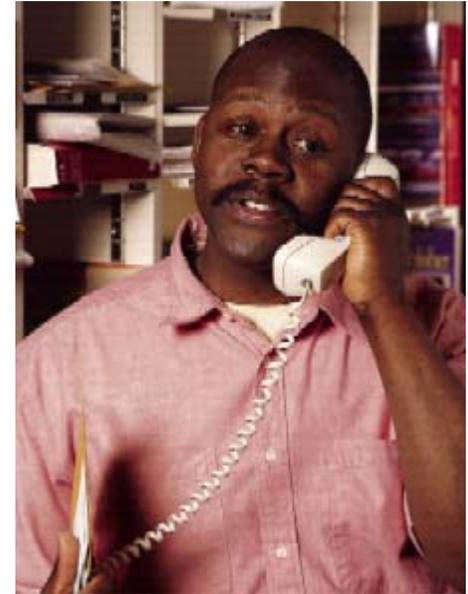


...and you or others need professional help

Tell The E911 Dispatcher...



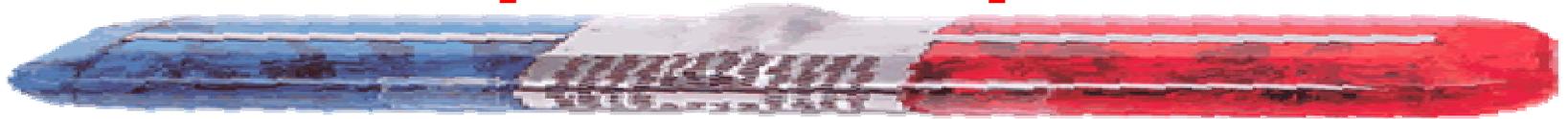
- Emergency type
- Emergency location
- Brief description of problem
- Your name & location
- Answers to questions s/he has



- Let the dispatcher control the conversation
- The dispatcher will ask what they must know
- Emergency responders will be on their way as soon as possible

Stay on the line until the dispatcher hangs up!

E911 = Improved Help In a Crisis



- **MSFC has a dedicated 911 number**
 - Logs the call as 911, for special handling
 - New system capable of handling 46 calls at once, rather than only 2
 - Security Operations building houses physical equipment
- **Protective Services answers all calls**
 - Old party-line system is gone, where all emergency response agencies took each call at the same time
 - CTI technology provides point & click features to include affected agency dispatchers only
 - Can now respond effectively to multiple emergencies
- **Caller information appears on screen**
 - No longer disappears when caller hangs up
 - E911 system database is phone oriented and provides phone location & owner data
 - Remote printers provide caller information to emergency response agencies
 - Even callers who cannot speak can now be found and helped

E911 = Expanded Capabilities



- **Consistent user interface**
 - MSFC system works just like off-site E911 systems
- **Telecommunications Device for the Deaf (TDD)**
 - 911 dispatch stations use automated TDD communications
 - Makes communications with deaf personnel possible
- **System features built-in redundancy**
 - Best achievable fail-safe design
- **Calls automatically recorded as WAV files**
 - Allows rapid digital transfer when needed
- **Future tie-in with MSFC Chemical Database**
 - Gives accurate chemical hazard information for location
 - Better preparation & protection for response personnel



Limitations of Enhanced 911



- Identifies location for MSFC PABX phones only
- Each MSFC phone number can have only ONE:
 - Designated location
 - Designated owner
- Automatic phone owner & location information:
 - Only as accurate as the data in the Online Phone Directory
 - ***Keep your building location information always up-to-date***
 - If you don't do this, emergency personnel may go to the wrong building
 - Especially critical if you couldn't talk when placing the call
- Changes for employees with multiple work sites:
 - Only 1 phone number is allowed per person at any location
 - ***Do not set one phone number to ring in two buildings at once***
 - Forward incoming calls to the location where you will work

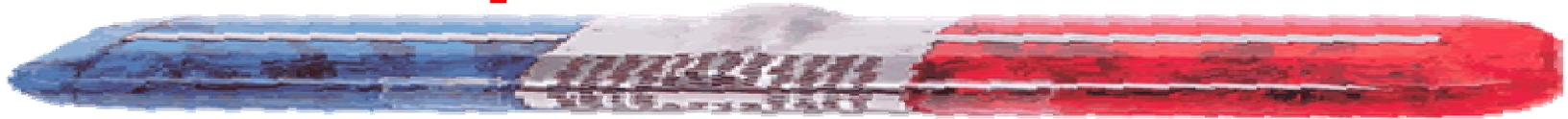


Involving Madison County 911



- **If you dial 911 with a cell phone**
 - Call is automatically routed to Madison County E911
 - Must tell dispatcher that your emergency is at MSFC
 - Call will be transferred to MSFC E911
- **If you dial 911 with an off-site MSFC phone**
 - **Intergraph & Bradford locations:**
 - Call is automatically routed to Madison County E911
 - Madison County E911 will coordinate the emergency response
 - **NSSTC:**
 - Call is automatically routed to UAH Security
 - UAH Security will coordinate the emergency response

Tips for 911 Calls



- **Be prepared to give these answers:**
 - **Nature of the emergency**
 - Just tell the general type -- they'll ask for more details when needed
 - **Where the emergency site is**
 - **Building Number**
 - Give the one that the emergency is inside of, or closest to
 - Don't use building names or nicknames
 - Responders follow a map with building numbers only
 - **Room Number**
 - Give the one that the emergency is inside of, or closest to
 - **Finding Aids**
 - Tell what part of the building they need to go to
 - For very small buildings, tell their position relative to a larger building
 - **Outdoor Information**
 - Identify the nearest street intersection by name
 - Describe significant landmarks the driver can look for
 - Give your best description of the location -- tells them how to reach the site
 - Check for emergency sticker on MSFC phone to find building & room numbers



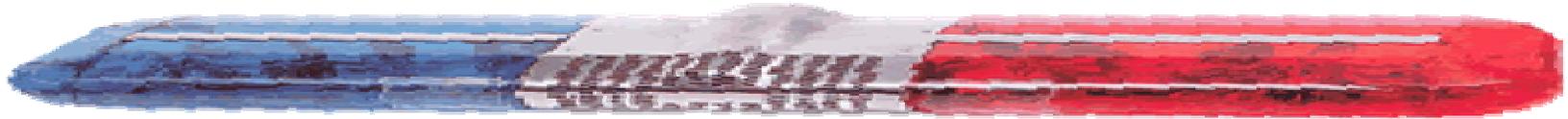
Tips for 911 Calls



- **Be prepared to give these answers:**
 - **Guide person**
 - Tell if someone can wait near the closest roadway, flag down the emergency vehicle, & help responders find the quickest route to the scene
 - **Your safety**
 - Tell if you can safely remain at that phone location
 - If not, you'll be asked to go to a safe spot and call back
- **You may also need to tell:**
 - **For medical emergencies**
 - How many are injured, the nature & severity of their injuries
 - **For fires**
 - Size of the blaze, number of buildings involved, if they're occupied, & any hazardous materials in the area that you know about
 - **For traffic accidents**
 - If there are injuries or trapped people, severity of injury, number of vehicles involved, & if traffic is blocked



Wait For Emergency Personnel To Arrive



- **Where they are coming from**

- **Always on Redstone Arsenal**

- Firefighters
- Military police & MSFC security officers

- **Emergency medical response services**

- HEMSI is on the Center during normal work hours
- Ambulance is dispatched from Huntsville at other times
 - Dispatcher notifies guard personnel, so they can assure rapid passage through the gate
- Firefighters provide these services for MSFC when HEMSI is off-site
 - Second & third shifts, weekends, & holidays
 - Until ambulance arrives from downtown
- MSFC security officers are also trained in first aid & certified in CPR



In an emergency, a minute can feel like an hour!

- If you're certain that the responders are late, call 911 again
- The dispatcher is in radio communication with them, & will help you direct them to the site as quickly as possible

Should YOU Take Emergency Action?



- Only if you are qualified & equipped to do the job!
- Improper response actions can make matters worse
 - May increase hazards at the site & make it harder for qualified responders
 - If you get injured yourself, you add to the number needing rescue or medical help
 - Unskilled treatment of an injury or illness may do more harm than good
 - Transporting a victim without sirens & emergency lights could end in a traffic accident, especially if matters get worse on the way
 - An ambulance may leave later than you could, but they can give professional care on the road & reach the hospital faster



What You Can & Should Do



- Call 911
- Take emergency action, if you are qualified, authorized, & can do so safely
- Send someone to flag down emergency personnel
- Try to protect victims from additional injury
- Avoid moving victims & causing further injury, if possible
- Protect yourself
- Take appropriate action to keep others at a safe distance from any danger
- Keep the scene as undisturbed as possible, so we can learn from the accident investigation
- Turn responsibility over when emergency responders arrive, helping only if directed to do so
- Give your name & contact information to an official before leaving the scene, so you can help with the accident investigation, if needed

