STREET NAMING
An innocent but potentially dangerous choice

Department of Health and Human Services
Emergency Medical Services Committee
City of Newton, Massachusetts
EMS Committee

- Dori Zaleznik, MD, Chair
- Charles Pozner, MD (Citizen)
- William Baker, MD (Citizen)
- Chief Bruce Proia (Newton FD)
- Chief Howard Mintz (Newton PD)
- Captain Dennis Dowling (Newton PD)
- Alex Gimenez (Newton FD)
- Donald Gentile (Newton FD)
- Paul Chagnon (Newton FD)
- Laura McGerigle (Newton Dispatch)
- Linda Walsh, RN (Newton HHS)
- Barry Tils, MD (NWH)
- Ron Quaranto, EMTP (Cataldo Ambulance)
- Chris Borges, EMT (Cataldo Ambulance)
- Bob Rooney (Executive Office)
Our Concern

• Alleghany County, PA (2010)
  – Dispatched to Overlook St instead of Overlook Ct for fire
  – Dispatched to Overlook Dr instead of Overlook st for EMS (Patient died)
  – Dispatched to Bigelow Blvd instead of Bigelow Sq for EMS (Patient died)
  – Dispatched to Ella St (McKees Rock) instead of Ella St (Bloomfield) for a fatal fire

*Pittsburgh Tribune Dec 23, 2010*
More Concern

• Jackson County, MI (2008)
  – Chain saw accident
  – Dispatched to 1110 Lakeview Dr. (Wampler’s Lake) instead of 1110 Lakeview Dr. (Sweezey Lake)
  – 30 minute delay  

  Jackson Citizen Patriot, May 7, 2008

• Toronto Paramedics Delayed by Duplicate Street Names
  – Fatal Fire
  – Dispatched to 100 Cavell Ave West End
  – Ambulance to 100 Cavell Ave East End

  The Toronto Star, Sept. 13, 2006
Concern Closer to Home

- Fatal stabbing
- Dispatched to 689 Washington St in Downtown Crossing instead of 689 Washington St in Dorchester
- 14 minute delay

*Boston Globe, March 14, 2008*
The Problem

- 22 duplicate streets (50% of all in MA)
- 767 Residences
- 26 Commercial properties
- One large, one small
  - Charles St.
    - Auburndale: 34 residential, 4 commercial
    - Highlands: 4 residential, 0 commercial
- 206 (27%) residences affected if smaller changed
Why Technology Won’t Fix This?

• Land-line
  – Dispatcher screen does not identify village
  – Duplicate numbers exist

• Cell Phone
  – GPS is unreliable
  – GPS technology is not universally available

• Human Element
  – Caller may not know their location
  – Dispatcher must choose street
  – Responder might mistakenly go to wrong street
CALL INFORMATION REPORT

Date/Time: 2/9/2012 7:46:16 AM    User Name: mciccone_ct

Console ID: 3107    User ACD Code: 1022##

Calling Number: (617) 964-1861

ALI:

207
VOIP 07:46 02/09
(617) 964-1861 COID=TRDO

NEWTON MA
COID = OOMA
ESN=313 MTN:617-211-0268
LAT:+042.363603 LON:-071.218722
ELV:+00000COF:0 COP:000

NEWTON PD
NEWTON FD
CHAULK AMB

NOTES:

TTY:

CALL HISTORY:

2/9/2012 7:46:16 AM

Thursday, February 09, 2012
CALL INFORMATION REPORT

Date/Time: 2/9/2012 12:37:41 AM  User Name: TTaylor_fd

Console ID: 3104  User ACD Code: 1353##

Calling Number: (617) 777-1234

ALI:

204
RESD 00:37 02/09
(617) 777-1234 COID=VERIZ
UPLAND RD

NEW  MA

ESN=313  MTN:617-332-1698
LAT:  LON:
ELV:  COF:  COP:

NEWTON PD
NEWTON FD
CHAULK.AMB

NOTES:

TTY:

CALL HISTORY:

2/9/2012 12:37:41 AM
CALL INFORMATION REPORT

Date/Time: 3/5/2012 4:25:47 PM  User Name: LMcGerigle_sup

Console ID: 3107  User ACD Code: 5561##

Calling Number: (617) PLEASANT

ALI:

207
RESD 16:25 03/05
(617) COID=VERIZ

PLEASANT

FLR 2 FLR 2
NEWTON MA

ESN=313  MTN:617-527-2733
LAT:  LON:
ELV:  COF:  COP:

NEWTON PD
NEWTON FD
CHAULK AMB

NOTES:

TTY:

CALL HISTORY:

3/5/2012 4:25:47 PM
Telephone Communication

• Current
  – Total Calls 19,380
    • 10,431 landline (53%)
    • 8,959 wireless (46%)

• Future
  – Wireless use is growing
  – Voice over IP (VoIP) is growing
    • Much less reliable
    • Comcast, Verizon, Vonage, etc.
MISTAEKS HAPPEN.
Our Problem
Duplicate Streets
DISCUSSION
Change of Address Checklist – City of Newton

Home/Utilities & Services
[ ] Change of Deed
[ ] Electric
[ ] Gas
[ ] Water
[ ] Garbage
[ ] Telephone / Mobile
[ ] Cable
[ ] Internet
[ ] Fuel
[ ] Water Delivery / Water Treatment
[ ] Pool Services
[ ] Lawn / Garden Services
[ ] Housecleaning Services
[ ] Physicians / Veterinarian
[ ] Attorney

Financial & Personal Accounts
[ ] Banks
[ ] Loan Institutions
[ ] Major Credit Card Companies
[ ] Department Store Credit Cards
[ ] Insurance Agencies (Health, Home/life and Auto)
[ ] Charge Accounts
[ ] Pension Plans
[ ] Air Miles Rewards Program
[ ] Accountant / Tax Consultant
[ ] Professional Memberships / Licensing Boards

Government & Public Offices
[ ] Post Office
[ ] Veteran Affairs
[ ] Income Tax / IRS
[ ] Family Support
[ ] Social Security
[ ] Pension Benefits
[ ] Unemployment Insurance
[ ] Vehicle Registration
[ ] Driving License
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