

**NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES**  
**January 29, 2010**

**PRESENT:**

Douglas Aiken, Chairman	NH Association of Fire Chiefs
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Kathryn Bailey	NH Public Utilities Commission
Brett Scholbe	Professional Firefighters of NH
Robert Girard	Mobile Telecommunications Carrier Industry
Mark Violette	NH Telephone Association
David Caron	NH Municipal Association
Paul Szoc	NH Federation of Fire Mutual Aids
James Valiquet	NH Association of Chiefs of Police
Kevin Shea	FairPoint Communications
Richard Bernard	Public Member
Earl Sweeney	Assistant Commissioner, NH Department of Safety

**ABSENT:**

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John J. Barthelmes	Commissioner, NH Department of Safety
James Linehan, Vice Chair	NH Sheriffs Association
George Valliere	NH Police Officer

**OBSERVERS:**

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
Patricia Magoon	Assistant Planner, NHBEC
Timothy Scott	Systems Development Specialist, NHBEC
Scott Wolfert	Database Administrator, NHBEC
Stephen L'Heureux	Case Reviewer, NHBEC
Sherry Baker	Administrative Secretary, NHBEC
Guy Cadorette	FairPoint Representative
Deb Wall	FairPoint Representative
Erik Sobel	Information Technology Manager II, NHBEC
Wanda Bowers	Public Information Representative, NHBEC
Sean Goodwin	Special Projects, NHBEC
Kelly Grant	Chief of PSAP Operations, NHBEC
David Rivers	Training Coordinator, NHBEC
Michael Connor	Director, NH Department of Administrative Services

The NH Enhanced E-9-1-1 Commission (Commission) meeting was held at the Richard M. Flynn Fire Academy, 98 Smokey Bear Blvd, Concord, NH was called to order at 11:10 a.m. by Chairman Aiken.

**1. Approval of the minutes of the September 25, 2009, NH Enhanced 9-1-1 Commission Meeting.**

**Chairman Aiken called for approval of the September 25, 2009 meeting minutes. Commissioner Violette motioned to accept the minutes and Commissioner Szoc seconded the motion. Unanimously approved by those present and voting.**

Chairman Aiken advised the Commission that there needs to be a vote to replace Vice-Chairman Linehan.

**Commissioner Valiquet made a motion to nominate Commissioner George Valliere for the vacant Vice-Chairman position. Commissioner Szoc seconded the motion. Unanimously approved by those present and voting.**

## **OLD BUSINESS**

### **2. Director's Report**

#### **2. A Report on FY10 Surcharge Receipts**

1. Discuss year to date expenditures

Director Cheney reported that the expenditures are within budget.

#### **2. B. Report on Mapping (Systems Development Specialist, Timothy Scott)**

1. Update on Mapping Progress

##### **19 Towns with Activity:**

- ◆ 4 Towns moved to waiting for acceptance
- ◆ 3 Towns moved to maintenance
- ◆ 12 Towns given maps/digital data as requested

231 Maintenance points collected since September 25, 2009.

T. Scott reported that he has been to several towns with the Field Reps for the Mapping Book Acceptance project and it is almost complete.

T. Scott explained what the "Back Office Bounce" project does to help the Database Unit.

#### **2.C. Report on Data Base Status (Database Administrator, Scott Wolfert)**

1. Data Base Activities

- ◆ The NH 9-1-1 Database has 1,113,115 records
- ◆ 2,124 Automatic Location Identification (ALI) discrepancies occurred from January 1, 2009 through December 31, 2009

S. Wolfert reported partial address conversions have occurred in North Hampton, Rochester and Sunapee during the last few months of 2009. The community name of "North Walpole" was removed from the MSAG as a valid community on January 19, 2010, with all subscribers being moved to Walpole. A partial address conversion has occurred in Somersworth on January 29, 2010. Barrington has postponed their address conversion for the entire town until April 2010.

S. Wolfert reported 696 No Record Found (NRF) were recorded from January 1, 2009 through December 31, 2009.

S. Wolfert reported 1,914 Master Street Address Guide (MSAG) updates were completed by NHBEC from January 1, 2009 through December 31, 2009.

S. Wolfert advised that there are 7,645 stranded unlocks over 90 days old as of January 1, 2010.

S. Wolfert advised that TDS Telecom has purchased Union Telephone and will be transitioning all Union Telephone records to their billing/provisioning system by May of 2010.

## **2. D. Report on Public Safety Answering Point (PSAP) Operations (Chief of Operations, Kelly Grant)**

### **1. Update on PSAP Operations**

K. Grant reported D. Rivers will be teaching a 3-day Emergency Medical Dispatcher (EMD) refresher course in February, April, July and November.

K. Grant reported that Assistant Supervisors will be having mandatory meetings to focus on the following:

- Responsibility for all administrative work on the bridge.
- Varying schedule options to have an Assistant Supervisor on first and second shifts.

K. Grant advised there will be some operational changes as follows:

- Supervisors will now be in charge of 5-7 EMD's specifically
- Supervisors will meet with their EMD's once a month to go over problematic reviews and complete a letter to file on goals/expectations
- Kelly Grant and Operation Supervisor Al Davis will meet with each supervisor to monitor the progress.

**2. E. Report on EMD (Case Reviewer, Steve L'Heureux)**

1. Protocol Compliance Report

S. L'Heureux reported on the Bureau's compliance to EMD protocol:

- 98.76% Case Entry
- 94.94% Correct Chief Complaint
- 98.04% Asking Key Questions
- 95.70% Pre-Arrival Instructions
- 98.93% Post Dispatch
- 99.73% Customer Services
- 97.14% Compliance to Protocol

S. L'Heureux provided Emergency Medical Dispatch (EMD) implementation guidance to the following:

- Conway Fire Department
- Epping Fire Department
- Concord Fire Department
- Manchester Fire Department
- Derry Fire Department

S. L'Heureux assisted with information to the Department of Health & Human Services on H1N1 and Flu-like symptoms as they reviewed and approved the use of the protocol. He also provided information on Determinant Descriptors to the Bureau of EMS as their record keeping project moves forward.

S L'Heureux reported since September 2009 he provided call reviews for the following:

- Barnstead Fire Department
- Concord Fire Department
- Manchester Fire Department
- Nashua Fire Department
- Merrimack Fire Department

S. L'Heureux will be providing Emergency Medical Dispatch in-service for the following:

- Dartmouth College EMT class
- Conway area EMS agencies
- Epping Fire Department

S. L'Heureux reported the licensing of Emergency Medical Dispatchers will be overseen by the NHBEC.

**1. F. Status of Human Resources & Rules (Administration Manager & Human Resources Representative, Mike Geary)**

1. Status of NH First (ERP) Enterprise Resource Planning
2. Status of current contracts
3. Human Resources
4. Current Positions Vacancies

M. Geary reported that the NH First Enterprise Resources Planning (ERP) accounting system has been working well.

M. Geary advised that the Bureau will have to go to Fiscal Committee to transfer some non-lapse funds for up-coming expenses.

M. Geary reported that on January 27, 2010 the Governor & Council approved the sole-source contract for Neustar. Neustar operates the Local Number Enhanced Analytical Platform (LEAP) subscription service which is required by 9-1-1 Database unit to adhere to National Emergency Number Association (NENA) of orphaned or stranded unlocked records in the NH E9-1-1 database.

M. Geary advised a contract for Plant-CML to provide maintenance for the PSAP will go to the March Governor & Council meeting.

M. Geary reported NHBEC has five vacant positions, 1 Telecommunication Specialist, 2 PSAP Supervisors, 1 Cartographer I, 1 Data Control III.

Director Cheney reported that US Cellular and AT& T & Sprint were awarded the cellular phone contract to provide service to the State of NH. He indicated there may be some coverage concerns.

**2. G. Status of Public Relations and Public Education (Public Information Rep, Wanda Bowers)**

W. Bowers reported that she and Dave Bodge have completed a number of presentations to school, civic organizations, fire departments and open houses.

W. Bowers advised that in November she attended a five day Lean Process Training through the Department of Safety. In February she will be attending a two day facilitator Lean training.

W. Bowers reported she will assist in a Lean process for Master Street Addresses within our own agency.

W. Bowers reported she will be assisting in a Lean process for the court prosecution process in July.

W. Bowers reported that Dave Bodge completed the Supplemental Automatic Location Identification (Supplemental ALI) maintenance project in October.

W. Bowers reported that with cell or VOIP calls there is no way to have a Supplemental ALI on the screen when someone called the PSAP's. She consulted with our Technical Support Group and T. Scott was able to design a program that will allow a pop-up Supplemental ALI for cell phones and VOIP. New Hampshire will be the first state to achieve this process.

W. Bowers advised that with this new process on Supplemental ALI there will be formal education to all EMD's.

## **2. H. Continuing Education and other Programs (Assistant Planner, Patricia Magoon)**

1. Update on NHBEC Continuing Education Program
2. Update on Department of Safety "Front Line Supervisor Training"
3. Career Development Program
4. BEC Fundraising Events for 2009

P. Magoon reported she has met with 30 employees on the Career Development Program. She has submitted applications to the Division of Personnel for pre-certification and we have had 10 employees that have pre-certified for various positions within the Division.

P. Magoon reported that the Continuing Education program is on-going for employees to take classes with the Bureau of Education. There are four supervisors that are enrolled in the Certified Supervisor Program for 2009 and five Supervisors to be enrolled for the 2010 program.

P. Magoon advised there will be a Frontline Supervisor Part III program starting in June of 2010.

P. Magoon reported that the Silent Auction raised \$1,133.00 and we were able to provide gifts for 10 children from the State Employees Association (SEA) (Operation Santa Claus) and 15 Division employees for their children. We also donated four bags of toys to the New Beginnings Domestic Violence Center in Laconia.

## **2. I. Status of NH VIEW (Director Bruce G. Cheney, ENP)**

S. Goodwin reported that NH VIEW is a web based mapping system which allows many existing data layers to be viewed in a common viewer.

Director Cheney explained that there will be a public portion that will allow the citizens to go on-line and view 9-1-1 incident data.

Director Cheney feels the NH VIEW project will be a useful tool for many agencies.

## **2. Contractor's Report**

### **A. FairPoint**

#### **1. Report on Network**

G. Cardorette reported that Fairpoint had a central isolation on January 27, 2010 in Penacook. While doing routine work they cause customers to go out of service for seven minutes. The work was stopped and will continue at a later date.

G. Cardorette reported there were three Central Office issues that caused some customers to lose phone dial tone.

Oct. 13, 2009- 600 Laconia customers were affected for about eight minutes during a routine testing. A defective grid board was replaced.

Oct 27, 2009 – 350 Dover customers were affected for about nineteen minutes due to defective power card.

Jan 16, 2010 – 244 Newport customers were affected for about two minutes due to defective equipment.

G. Cardorette reported in mid December 9-1-1 had some intermittent issues with the Laconia PSAP T-1.

G. Cardorette advised that Fairpoint is now able to offer PS-ALI service.

Director Cheney reported the House Bill 213-FN Reverse 9-1-1 passed the House on a roll call vote 317 to 3. This bill is now with the Legislative Financial Committee.

Discussion on House Bill 1179 (relative to municipal access to the Enhanced 9-1-1 database.)

**Commissioner Bailey made a motion for Chairman Aiken to send a letter to the House Judiciary Committee opposing House Bill 1179. Commissioner Shea seconded the motion. Unanimously approved by those present and voting.**

### **New Business**

**Commissioner Sweeney made a motion to have the Director contact the Commissioner of Safety to issue an order to the Public Utilities Commission (PUC) asking to remove the \$0.07 surcharge for cell company reimbursement as of April 1, 2010. Commissioner Violette seconded the motion. Unanimously approved.**

### **3. Correspondence**

None

### **4. New Business**

### **5. Adjournment**

**Chairman Aiken called for a motion to adjourn. Commissioner Szoc motioned to adjourn the meeting and was seconded by Commissioner Shea. Unanimously passed by those present and voting.**